

## Secure Helpdesk Portal for Account Holders and Authorised Representatives

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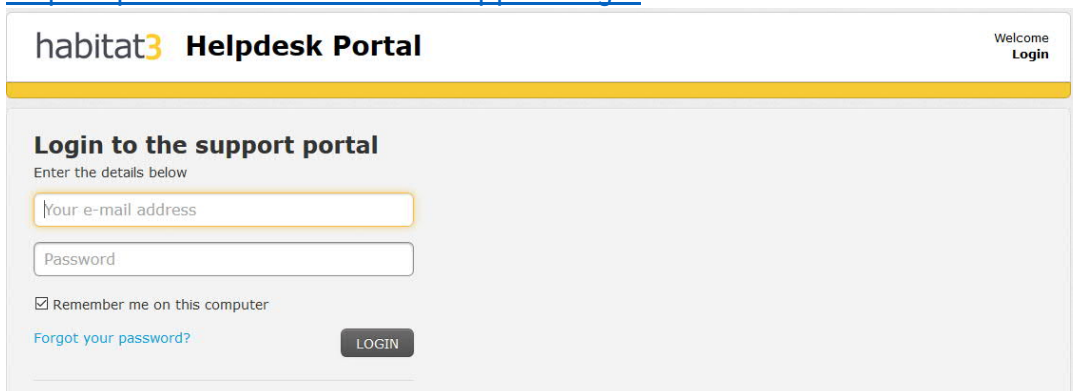
This document will take a brief walk through the tickets available to you when logged in to the Habitat3 Secure portal.

Below you will find a series of pictures, one of each ticket and a brief guide on when that ticket would be best submitted to help resolve your issue.

If you are ever unsure or just want to clarify which ticket needs to be submitted feel free to call us on 1300 550 941 and a Habitat3 Technician will either be available to take your call or call you back as soon as possible to help.

### STEP 1 – Login to the web portal

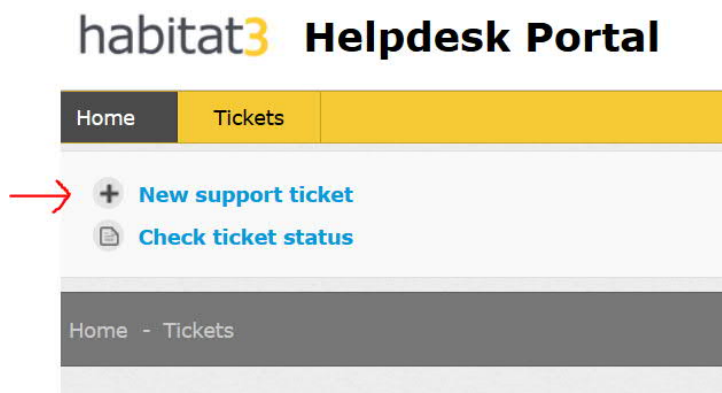
<https://portal.habitat3.net.au/support/login>



The screenshot shows the login page of the Habitat3 Helpdesk Portal. At the top left, it says "habitat3 Helpdesk Portal". At the top right, it says "Welcome Login". Below this, there is a section titled "Login to the support portal" with the instruction "Enter the details below". There are two input fields: "Your e-mail address" and "Password". Below the password field, there is a checkbox labeled "Remember me on this computer" which is checked. To the left of the "LOGIN" button, there is a link that says "Forgot your password?".

### STEP 2 – Create a new ticket

Once you have logged into the portal select New Support Ticket



## Report a Critical Problem:

This ticket is submitted when one of your core services is down, for example, no-one is able to access the server, your emails are not coming through (if you have emails on the server) or a critical issue with your main software on the server that prevents it from operating.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

My critical problem is \*

Any other details or comments

## Add User Account

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This ticket is submitted when you would like a new user account added to the server. The main points to take note of are whether you would like the user to have access to Microsoft Office (Outlook, Word, Excel, Powerpoint, etc.) and also what you would like the username and password of the account to be, for security reasons the password cannot contain the username and requires at least 3 out of 4 of the following:

- An uppercase letter
- A lowercase letter
- A number
- A symbol

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Number of new user accounts required - \$57 per month \*

Do new user/s require access to MS Office - \$25 per month \*

Do new users have multiple monitors?

Do new user/s require access to email within Outlook? \*

Date new user/s should be added? \*

Do new user/s require Two Factor Authentication - \$5.50 per month \*

User account name/s and passwords. Add Mobile Phone number if requesting 2FA \*

## Remove a User Account

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This ticket is submitted when a user account needs to be disabled or deleted from the server itself. The main point to take note of in this ticket is whether you would like the account to be disabled (turned off but any files on the account are kept and the account can be turned back on later) or deleted (the account and its data is completely removed from the server) in both situations the cost involved for the account are removed.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Number of accounts to disable/delete? \*

Delete or disable the user accounts \*

Account name/s to delete/disable? \*

Delete / disable user account on \*

Email account deletion? \*

Do you want to retain user's email mailbox \*

Did this user have 2FA setup? \*

Would you like to reset all user account passwords?

## Make Changes To A User Account

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This ticket is submitted when you would like any change made to a specific or series of user accounts. The main usage for this ticket is if you would like to update the password of any of the accounts on the server or would like to add certain features to specific accounts EG Two Factor Authentication or Microsoft Office access.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Change Username/s

Provide details about the username changes you wish to make

Change Password/s

Provide details about the password changes you wish to make

Add MS Office to all/some of my users - \$25 p/m each

Provide usernames for those accounts you wish to add MS Office

Add 2 Factor Authentication (2FA) - \$5.50 per user per month

Provide usernames and a mobile number for each user using 2FA

## Make Changes to my Server access

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This ticket is submitted when you would like to change how someone, or everyone accesses your server. For example, you have a new user and new computer connecting in and you would like someone from Habitat3 to connect in and set up the connection on a new computer. Another example would be to have the server itself locked down to only be accessible by certain IP addresses or through a VPN connection.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Setup access to Habitat3 server from new PC \*

Restrict access to Habitat3 server to only be via: \*

Unblock access to a website from Habitat3 server

## Allow a third-party access to my Server

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This ticket is submitted when you require a third-party company to gain access to the server to setup or troubleshoot its own software. Please note that other than a few options that you can find in the ticket itself all third-party connections and manually provided by Habitat3 and personally supervised by a Habitat3 Technician.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

I understand 3rd parties will have full access and control of my server and associated data \*

Company that you require admin access your server \*

Ongoing or temporary (up to 30 days) access? \*

Other Company Name (3rd parties not listed above will be supervised by Habitat3)

Email of third party \*

Phone Number of third party \*

Date you wish to enable access \*

Date you wish to revoke access (if less than 30 days)

## Add Or Remove An Authorized Representative

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The Habitat3 Portal is for submitting secure tickets and is initially only accessible by the Account Holder (AH) during the sign-up process and only that person has access to the Secure Portal. This ticket allows the Account Holder to request access to another to submit tickets through the Secure Portal by nominating them as Authorized Representatives (AR). Once this is submitted, they will be sent an email to activate their Secure Portal Account.

If you would like to see the permissions that an AR has you can read section C in our Service Level Agreement here ( <https://www.habitat3.com.au/service-level-statement> )

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

I wish to: \*

First name of person you wish to add/remove as an authorised rep on your account (note: those with portal access can make billing and security related changes to your account) \*

Surname of person you wish to add/remove as an authorised representative on your account \*

Email address of person to add/remove \*

Mobile phone number of person you are adding/removing \*

Would you like to reset all user account passwords?

If adding an AR I agree and understand that by adding this person they will have full control over my Habitat3 account \*

I indemnify Habitat3 against any harm that the authorised representative may do to the VPS or the data within the VPS \*



## Submit A General Request

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This ticket can be submitted in a few situations, either when you are unsure which ticket to submit or if you just have a question or general issue about the server (Please note that if the issue is specific to one of the other tickets we may request you submit that ticket instead).

An example of a general ticket might be you have a question about a specific function of the server IE how to create a shared folder on the server or an attachment from an email isn't opening correctly.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

How can we help you today? \*

# Install software on my Server

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This ticket is submitted when you require something new to be installed on the server, sometimes with this ticket you may be asked to provide login details if the download itself is stored behind a login screen or may be asked to download the program onto the server into a specific location for us to install it from there.

In rare situations a new installation on the server might come with additional costs involved but that will be made clear before any work is done with installing the new software.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

I wish to install... \*

List users on the server that should access new software

Name of other software you wish to install \*

Software's website address

Do you have a license for the software \*

Which users require access to the software \*

## Restore Data from a Backup

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Your data on Habitat3 is backed up every night at approximately 9PM and each of these backups is kept for 14 days. If during that 14 days period you accidentally delete a file that you needed or need an older copy of a file you can submit this ticket and specify the file or folder and what date in the last 14 days you would like it restored from.

Please note this process can take a few hours to complete.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Restore a file or folder from backup

Name of file/folder to be restored (eg. C:\Hsoft\Data\file.xls) \*

Restore file/folder from the night of the (14 days available) \*

I would like to: \*

If restoring to cloud server where should we restore it to? (folder location) \*

## Request a full copy of all my data

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This ticket is mainly submitted when you would like a copy of all of the data on the server. Some clients will do this once a year (usually around the end of financial year) and store the data on a hard drive locally.

Please note the process for this is we will provide a way to download the data (alternatively there is an option to have us provide it to you on a storage device through the mail) to your local computer and this download can take some time depending on your local internet speed.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

I require a full copy of all my data (\$165) \*

In addition to my full data set, I require separate copies of: \*

If Yes, date you wish to have your data extracted (no access to your server from 2pm on date of extraction)

I would like my data provided to me via \*

After data extraction is complete I \*

## Change Portal Profile Details

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This ticket is submitted when you have updated some details on your end and would like it reflected inside the portal, for example you have changed your email address and would like to update the Habitat3 Secure Portal login email address to reflect those changes.

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

New Account Holder Email \*

Confirm New Account Holder Email \*

That I am the Account Holder and I understand that the Account Holder email address control my account \*

## Terminate my Habitat3 service

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This ticket is submitted if you choose to cancel your subscription with Habitat3. Our helpdesk will contact you to discuss your specific requirements. For more information about the cancellation process see Section 11 of the Habitat3 Service Supply Agreement (PDF located at: <https://www.habitat3.com.au/policies-agreements>)

### Submit a ticket

Requester \*

Brief Description of your Request \*

My request relates to

Do you require a copy of your data (\$165 fee) \*

If Yes, date you wish to have your data extracted (no access to your server from 2pm on date of extraction)

Please let us know why you are leaving

I have been happy or unhappy with Habitat3's service

I understand I will need to show proof of ID (eg. Driver's license) \*