



Customers Portal

Manual
BMIT Technologies
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v 2.0

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1. Purpose

The following processes are designed as a guideline for BMIT Technologies Customers on how to use the Customers Portal [\[link\]](#), which includes features such as;

1. Opening a ticket;
2. Updating a ticket;
3. Announcing a delivery;
4. Scheduling a visit;
5. Request for equipment removal;

2. Scope

This guideline applies to all BMIT Technologies Customers who have access to the Customers Portal

3. BMIT Technologies Customers Portal

URL: <https://portal.bmit.com.mt>

Guideline: Version 2.0

3.1. ROLES

Technical Contact

A technical contact is the lowest possible level of permission that can be assigned to a customer(s) representative which is able to do the following:

1. Create and follow up on a ticket;
2. Announce a delivery;
3. View Assets;

NOTE: The Customer's Technical Authorised Official must enable Physical access or Portal access for the below abilities to be available under the Authorisation List option:

4. Schedule a visit (for her/himself or anyone within the company's authorisation list);
5. Have access to the BMIT Technologies Customers Portal;

Technical Manager

The Technical Manager is a step up in permissions from a Technical Contact which enables her/him access to the following additional functionalities:

1. Submit an Equipment Removal form;
2. Schedule a visit for third parties (Temporary Authorisation);

NOTE: Physical access must be enabled for this user, by the Customer's Technical Authorised Official, to schedule a visit for third parties.

Technical Authorised Official

A Technical Authorised Official is the highest-level role which can carry out any of the previous roles and update the Authorisation list, i.e.:

1. Create new contacts;
2. Change roles or edit contacts;
3. Remove Contacts;

NOTE 1: A Customer can have more than one Technical Authorised Official.

NOTE 2: The Lead Technical Contact role listed within the contract with BMIT Technologies Commercial team can only be assigned to one employee. The latter is considered as the technical primary contact for the respective Customer. The role provided within the BMIT Technologies Customers Portal is that of Technical Authorised Official. Customers may change the details of the

Lead Technical Contact within the official form by contacting BMIT Technologies sales team (sales@bmit.com.mt) or your account manager.

3.2. FEATURES

Within the BMIT Technologies Customers Portal one can find the following features and abilities depending on the role and options chosen.

1. Opening, updating and viewing tickets within BMIT Technologies Support Management System;
2. Announce a delivery;
3. Schedule a visit to BMIT Technologies Datacentres;
4. Schedule a visit for third parties (such as auditors, suppliers, un-authorised employees and more);
5. Submit an Equipment Removal form;
6. Take full control of the Authorisation List, by adding, modifying and revoking access at your convenience.

3.3. CHANGE PASSWORD

A portal user can change his/her password as follows:

1. Login to BMIT Technologies Customers Portal [[link](#)];
2. Top right corner of the page next to **Contact Name** click on the down arrow;

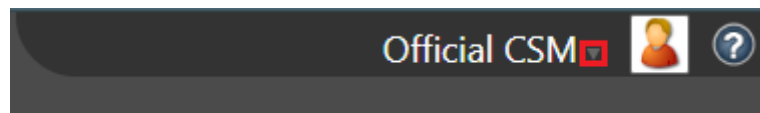


Figure 1

3. Select **My Profile**;
4. In the Ribbon Click **Change Password** (Figure 2);



Figure 2

3.4. FORGOT PASSWORD

Currently there is no functionality to retrieve your password from the Customers Portal. You will be required to send an email to support@bmit.com.mt with your details and we will send you a new temporary password.

3.5. [LOGOUT](#)

To logout from BMIT Technologies Customers Portal, you need to do the following steps:

1. Top right corner of the page next to **Contact Name** click on the down arrow;

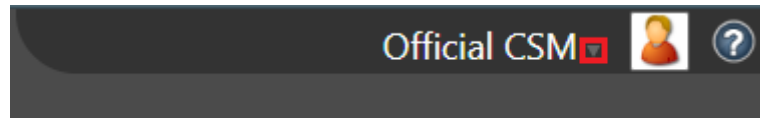


Figure 3

2. Select **Logout**;

4. Opening, Updating and Viewing of Tickets

4.1. OPENING A TICKET

To create a new ticket, follow the steps below:

1. In the **Home** page, click on the **Operations** button;
2. Click on the **New Ticket** icon:




Figure 4

3. Enter an appropriate subject in the **Short Description** field;
4. Provide the full details in the **Detailed Description** section;
5. Click **Submit**;

NOTE: Deliveries and appointments are to be announced as instructed under the respective headings. One can add attachments to the ticket by clicking the paperclip icon as shown below (Figure) and proceed to import the required file.



Figure 5

As one clicks the **Detail Description** textbox, the symbol  will appear in the top-right corner of the textbox. By clicking it will enable you to write in rich-text format.

4.2. Updating a Ticket

1. In the **Home** page, click on the **Operations** button;
2. Select the required ticket from the **Open Incidents & Requests** list;
3. Click on the **Send Update** textbox;
4. Input the required information and / or message;
5. Click **Submit**;

NOTE: The full history of the ticket is available within the **Update History** textbox.

4.3. Viewing a Ticket

1. In the **Home** page, click on the **Operations** button;
2. The pending tickets are divided in three [3] sections:
 - a. Open Incidents & Requests;
 - b. Scheduled Visits;
 - c. Pending Deliveries;
3. By clicking on any of the listed tickets will provide you with more information on that particular ticket;

5. Announce a Delivery

To announce a delivery, follow the steps below:

1. In the **Home** page, click on the **Operations** button;
2. Click on **Announce Delivery** icon:



Figure 6

3. Populate all fields:

Figure 7

4. Click **Submit**;
5. BMIT Technologies Support will receive the delivery request and will put the ticket in Pending Status: Awaiting Delivery;
6. Once received BMIT Technologies will mark it as **Delivery Received**;
7. The Requestor, i.e. the person who submitted the announcement will receive an automated email that Delivery has been received;

BMIT Technologies understand that certain details such as AWB are not always available in the initial stage of the announcement therefore one can amend the details at later stage:

1. Navigate to the delivery ticket as advised in section 4.3 – Viewing a Ticket;
2. Select the respective delivery record;
3. Click the **Edit** button from the ribbon above and amend the details accordingly;

NOTE: Should you wish to cancel the delivery, please contact support via email at support@bmit.com.mt.

NOTE: The **Save** button in the ribbon will only save the information temporarily. Leaving the page will cause all information to be lost.

6. Schedule a Visit

NOTE: The **Schedule a Visit** section and functionality depends on the role and options assigned to the contact.

To schedule a visit, follow the steps below:

1. In the **Home** page, click on the **Operations** button;
2. Click on **Schedule Visits** icon:



Figure 8

3. Populate all fields:

Figure 9

NOTE: Data rooms are only used for internal purposes and **will NOT restrict access**

4. Add all company visitors and / or third parties (including yourself – if visiting);
5. Click **Submit**;
6. BMIT Technologies, will receive a request for appointment which will need to be approved or denied;

NOTE: BMIT Technologies holds the right to deny an appointment due to resources or work being carried out within the datacentre. You will receive an automated email as well as communication from our support team to see how we can accommodate your request.

7. Upon approval the person who scheduled the visit will receive a verification number by email which needs to be presented on arrival with an official identification document. **Failure to present these on arrival, will cause access to be denied.**

NOTE: The requestor of the visit is responsible to share the verification code with the listed visitors.

To remove a company or 3rd party visitor prior the submission of the appointment, select the respective person from the right-hand pane, and click the delete button from the ribbon just above as shown below:

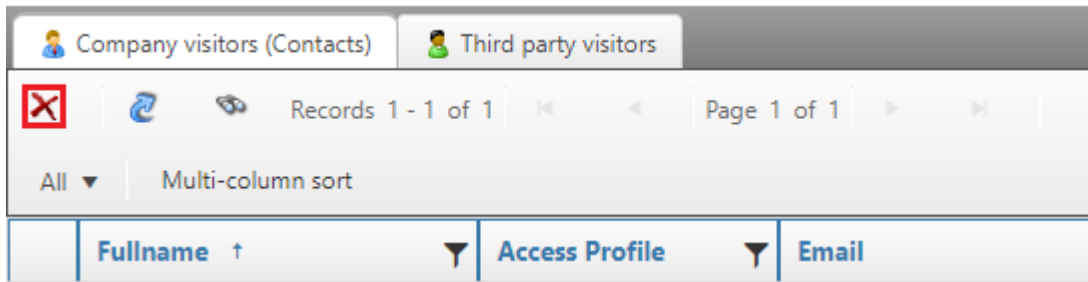


Figure 10

The appointment can't be modified after submission. If the appointment needs to be modified after it has been submitted, kindly contact us at support@bmit.com.mt so that we cancel the appointment and you may resubmit another one.

7. Equipment Removal

7.1. [REMOVING EQUIPMENT](#)

NOTE: The **Equipment Removal** functionality is only visible to Technical Managers and Technical Authorised Officials.

To remove any equipment from BMIT Technologies Datacentres, follow the steps below:

1. In the **Home** page, click on the **Assets** button;
2. Click on **Equipment Removal** icon:



Figure 11

3. Click on **Download Equipment Removal template**;
4. Fill in the equipment to be removed. If you are unaware of what equipment / components to be removed, please check the list of available assets by click on the **Assets** button within the **Home** page;
5. Click on **Upload the filled Equipment Removal template**;
6. Input the respective file name and select the excel file you need to upload;
7. Click **Submit**;
8. Input any further details in the **Add Description** textbox, such as Date of removal, pick up or if destruction is required etc.;
9. Click **Submit**;

7.2. [VIEW ASSETS](#)

To view the company's active assets currently hosted within BMIT Technologies Datacentres, click on the **Assets** button within the Customers Portal homepage. One can click on any asset to view additional information on that particular asset.

The retired assets which were picked up destroyed will not be displayed. The Equipment is checked every fortnight, so the information displayed might not always be accurate.

Should you wish to have an updated list please open a ticket. Kindly note that sometimes it is impossible to obtain certain information, as either they are not listed on the device, or hidden.

8. Authorisation List

NOTE: Access to the **Authorisation List** functionality is only available to Technical Authorised Officials.

To access the **Authorisation List** follow the steps below:

1. In the **Home** page, click on the **Authorisation List** button;
2. The list of authorised contacts will be displayed. Clicking on the contact will display more related information.

8.1. ADDING A CONTACT

1. In the **Home** page, click on the **Authorisation List** button;
2. Click on **New Contact** icon:



Figure 12

3. Populate all fields:

Figure 13

- a. Full Name (mandatory field);
 - b. Email Address (mandatory field);
 - c. [Role](#) (mandatory field);
 - d. Tick **Physical Access** to give the contact physical access to the company's infrastructure within BMIT Technologies Datacentres. The latter will also grant the contact the feature [Schedule a Visit](#);
 - e. Tick **Portal Access** to give the contact access to BMIT Technologies Customers Portal.
- NOTE:** if Physical access is selected but not portal access the contact is unable to schedule a visit therefore someone who has portal access is required to schedule this visit.

4. Click **Submit**;

NOTE: If when submitting a new contact details an error message, see Figure 14, is displayed you will not be allowed to add the contact. The latter occurs since the contact is already listed under another company. To grant access to the mentioned contact under your company send an email to BMIT Technologies on support@bmit.com.mt with the following information:

1. Full Name (mandatory field);
2. Email Address (mandatory field);
3. Role (mandatory field);
4. Contact number;
5. Physical Access (Yes/No);
6. Portal Access (Yes/No);

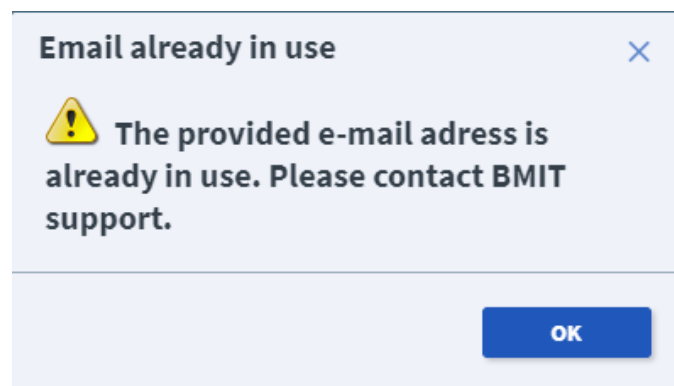


Figure 14

8.2. EDITING & REMOVING A CONTACT

1. In the **Home** page, click on the **Authorisation List** button;
2. Click on the Contact you wish to edit or remove;
3. Click **Edit** or **Delete**;
4. Once you edit the contact press **Submit** whilst if you delete the contact you will be prompted with a confirmation message. Press **OK** or **Cancel**;

NOTE: Once deleted the record is completely removed from BMIT Technologies Support Management System. Tickets opened by this contact will remain within our system in their current state.