

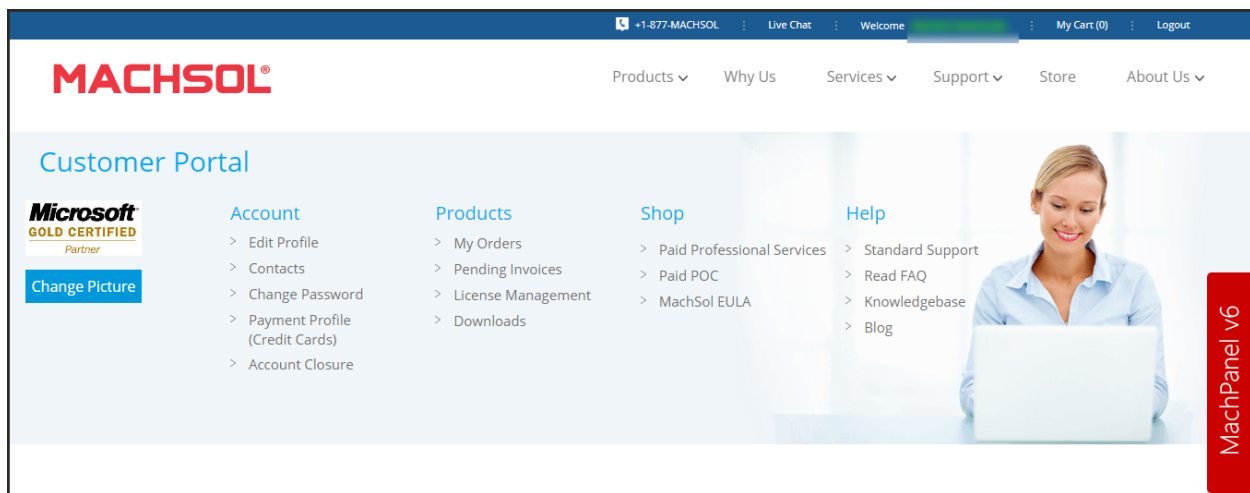
MachSol Customer Portal

Summary

This article provides the information regarding customer access/support portals available for MachSol.

MachSol Customer Portal

MachSol Customer Portal provides quick links to various user related operations like Account details, customization options, details regarding the products being purchased and license details as well. Information related to purchase of paid services quick links to support, FAQs, product knowledge-base and MachSol blog.



Support Portal

MachSol Support Portal is an online support platform where you can place a new problem ticket related to MachPanel and also check the status of the existing ones. You can sign in to the support portal by first registering it as a customer and then you will be able to place a ticket or check the progress/status of already placed tickets.

Support portal can be accessed through <https://support.machsol.com>

Sign-in/Registration of Support Portal:

Knowledgebase Portal

The MachPanel knowledgebase portal is the prime platform to learn and understand the MachPanel and its broad ranged functionality. There are KB articles/guides having details for each step to be performed in sequence are present for installation, configuration and for management purpose for each module present in MachPanel. Along with that you can also search for a particular problem you face and related article will be shown in case of a known problem, else you will have to contact MachSol support.

You can also access FAQs from KB portal.

The screenshot shows the MachSol Knowledgebase Portal interface. At the top, there are tabs for 'Knowledgebase', 'Downloads', and 'Announcements'. Below the tabs, the breadcrumb 'Home > Knowledgebase' is visible. On the left, a sidebar lists various categories under 'Knowledgebase', including 'MachPanel', 'General', 'Installation', 'Configuration', 'Customization', 'Integration', 'Migration', 'Troubleshooting', 'Release Notes', 'Frequently Asked Questions (FAQ)', 'Pre-Sales Questions', 'Planning & Installation', 'Licensing and Pricing', 'Customization & Integration', and 'Turn-key Services'. The main content area is titled 'Latest Articles' and displays a table of recent articles.

ID	Title	Last Modified
54544	HOW TO:Managing CSP/Office 365 Tenants ★★★★★ Tags: Distribution Groups, Managing CSP/Office 365 Tenants, Microsoft CSP accounts...	Monday, May 21, 2018
55569	HOW TO:Partner of Tier 2 having no CSP Profile on Microsoft ★★★★★ Tags: increase license quantity, increase users, No Profile CSP...	Wednesday, May 9, 2018
50273	HOW TO:Create a Reseller Customer in MachPanel ★★★★★ Tags: commission based reseller, create reseller, Prepaid reseller...	Tuesday, May 8, 2018
52413	INFO:Links to Important KB's ★★★★★ Tags: links to kb	Friday, May 4, 2018
52410	HOW TO:Service Management of Skype4B in MachPanel ★★★★★ Tags: Conferencing PIN, persistent chat, response group...	Friday, May 4, 2018

Account Registration for Customer Portal

In order to create an Account on MachSol portal, please click on **Login** button after accessing www.machsol.com and click on **Register Now** in case of a new user to create your account as shown below:

Note: You will have to provide registered email ID with MachSol in the username field while login to customer portal.

The screenshot shows the MachSol Login form. At the top, the 'MACHSOL' logo is displayed. Below the logo, the heading 'Login' is followed by the instruction 'Please provide Login credentials.' The form includes two input fields: 'User Name:★' (with a sub-label 'Email') and 'Password:★'. Below these fields is a checkbox labeled 'Remember my login id'. At the bottom left, there is a link 'Don't have an account?' and a blue 'Login' button. At the bottom right, there are two links: 'Register Now' and 'Forgot your password?'.

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As soon as you are logged in after creating an account, a dashboard will appear on the screen through which you can explore various options inside the customer portal. The customer portal is categorized in four basic sections i.e. Accounts, Products, Shop & Help.

1. Accounts:

In the accounts section you can customize account details, change password, add contacts, and send a request for account closure as well:

- **Edit Profile:**

Profile Information

Company Name: *

MachSol Downloads - Test Account

Note: If you want to change your company name, please contact [MachSol Sales](#).

Address 1: *

Address 2:

City: *

State/Province: *

Zip/Post Code: *

Country:

United States

Phone: *

+18776224765-703

Fax:

18776224765

Website:

Registered Since:

4/1/2018

Save

Cancel

- **Add \ Remove Contacts:**

My Contacts

Add New Contact

Name	Email	Options
MachSol downloads [Primary]	downloads@machsol-test.com	
Test User	test@machsol-test.com	

Previous 1 Next

MachSol Customer Portal

- Change Password of your account:

Change Password

Login/ID: [dave.kidd@machsol-test.com](#)

Old Password: *

New Password: *

Confirm Password: *

- **Account Removal/Closure:**

2. Products:

In the Products section you can details regarding your orders, pending invoices, the information about your licenses (Installation ID, remaining/used licenses) and you will also be able to download the latest installers of the products through **Downloads** button.

- **Download link of installers:**


Downloads


Select a Version: MachPanel Control Server v6 ▾

[MachPanel Installer Version 5.6.44](#)


Released on Aug 01,2017 ([Release Notes](#))


MachPanel Control Server:

 [MachPanel Control Server 64-bit](#) (exe, 425 MB)

 [MachPanel Control Server 32-bit](#) (exe, 423 MB)

MachPanel Remote Server:

 [MachPanel Remote Server 64-bit](#) (exe, 22 MB)

 [MachPanel Remote Server 32-bit](#) (exe, 20 MB)

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License Information:

Licenses Management

Select Installation:

Machine 100-100-277666-888888888888

SSA Expiry: 12/30/2018

Product Name	License ID	Limit	Status	Options
MachPanel Control Server	MachPanelEn-6A18CDF638	500	Active	
Hosted Microsoft Exchange (Trial)	MachPanelEs-C24692CD7C	500	Active	
Hosted BlackBerry Extension (Trial)	MachPanelBb-1B82E02E1D	500	Active	
Hosted SharePoint Extension (Trial)	MachPanelSp-7AC9936F57	500	Active	
Hosted CRM Extension (Trial)	MachPanelCm-760152117E	500	Active	
Hosted SFB (Lync) & UM (Trial)	MachPanelOc-217958DA02	500	Active	
MachPanel Hyper-V - VMs (Trial)	MachPanelVm-C9979FB2E2	500	Active	
MachPanel Web Hosting (Trial)	MachPanelHm-D21DF77248	500	Active	
MachPanel AD Sync - Users	MachPanelAu-7AFF9C8F02	500	Active	<div>Cancel License</div>
MachPanel AD Sync - Organizations	MachPanelAo-833E0BAD57	500	Active	<div>Cancel License</div>
MachPanel CSP Module (Trial)	MachPanelMc-679CB8A8C0	500	Active	

3. Shop:

In the Shop section you can buy professional services related to support, details regarding paid POC and MachSol EULA.

- **Paid Professional Services:**









Paid Professional Services

	Product(s)	Unit Price	Quantity	Price
<input type="checkbox"/>	Standard Support - 8x5 (24 hours response, fix target 72 hours) Single Incident Standard 8x5 Support Ticket	\$775.00	<div>1</div>	\$775.00
<input type="checkbox"/>	Premium - 8x5 (Fix target 24 hour, Includes back-end Microsoft applications) Single Incident Premium 8x5 Support Ticket	\$4400.00	<div>1</div>	\$4400.00
<input type="checkbox"/>	Premium Plus - 24/7 (Fix target 24 hour, Includes back-end Microsoft applications) Single Incident Premium 24/7 Support Ticket	\$6000.00	<div>1</div>	\$6000.00
<input type="checkbox"/>	Platform Validation / Pre-Checks	\$800.00	<div>1</div>	\$800.00
<input type="checkbox"/>	User Acceptance Tests / Pre-production Tests	\$2400.00	<div>1</div>	\$2400.00
<input type="checkbox"/>	Periodic Platform Verification	\$2000.00	<div>1</div>	\$2000.00

Add to Cart

MachSol Customer Portal

- **Paid POC Installation details:**

MachPanel Prove Of Concept (POC) Installation			
Product(s)		Price	
	POC for MachPanel CSP Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel Exchange Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel SharePoint Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel CRM Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel Skype for Business (Lync) Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel Web Hosting Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel BlackBerry Module	\$750.00	<input type="checkbox"/>
	POC for MachPanel Hyper-V Module	\$750.00	<input type="checkbox"/>
		Total: \$6,000.00	<input type="button" value="Add to Cart"/>

4. Help:

Under the Help section you will be able to access the quick links to Support Portal for placing a problem ticket to MachSol Support, KB portal link, FAQs and link to MachSol Blog as well.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/55570/MachSol-Customer-Portal->