

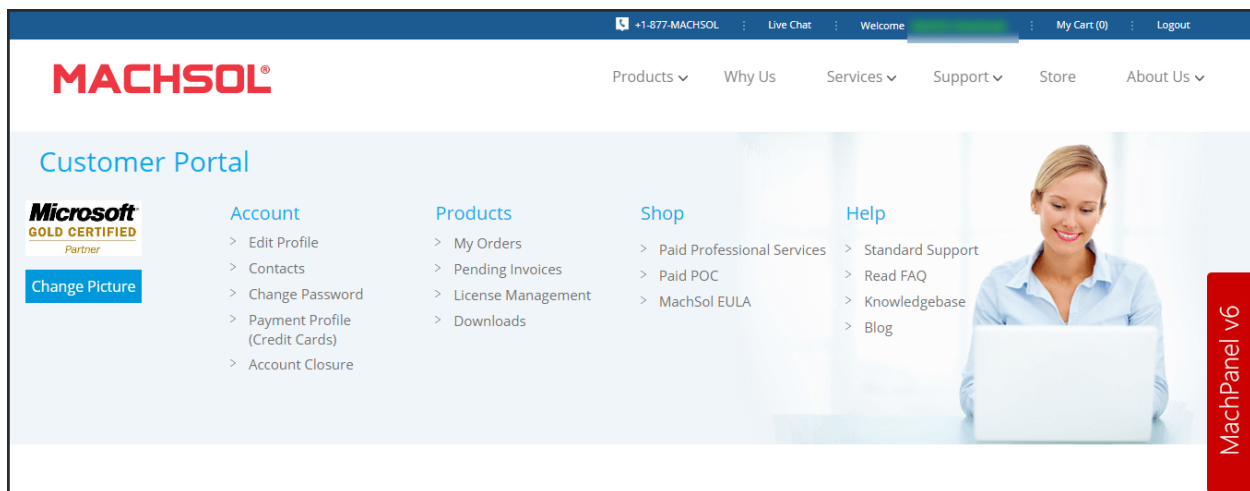
MachSol Customer Portal

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.

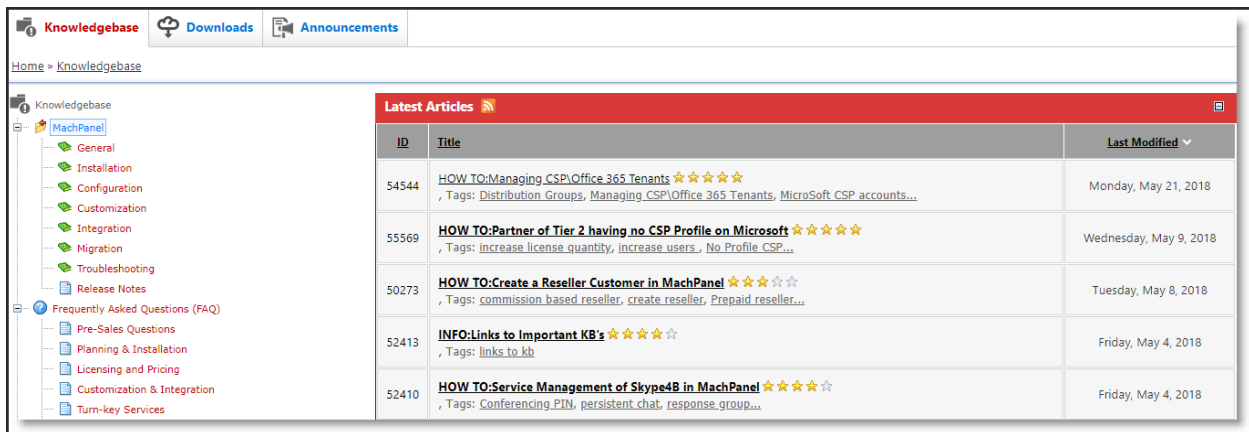
Support portal can be accessed through <https://support.machsol.com>

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.



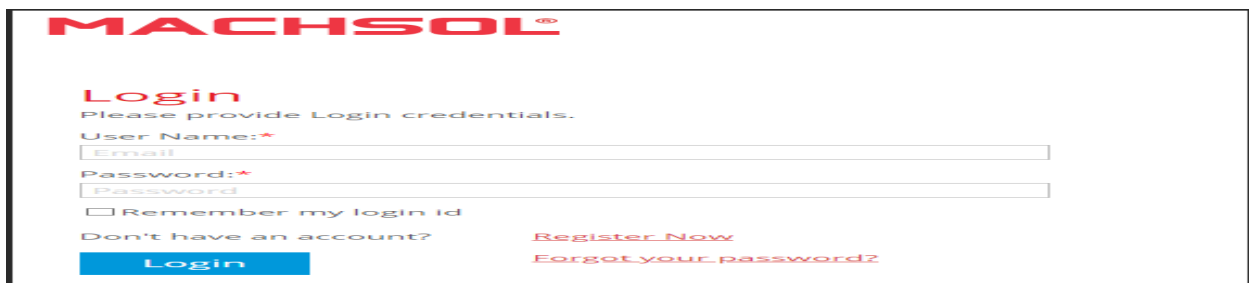
The screenshot shows the MachSol Knowledgebase Portal interface. At the top, there are navigation tabs for Knowledgebase, Downloads, and Announcements. Below the tabs, the breadcrumb path is "Home > Knowledgebase". On the left, there is a sidebar with a tree view of categories: MachPanel, General, Installation, Configuration, Customization, Integration, Migration, Troubleshooting, Release Notes, and Frequently Asked Questions (FAQ). The FAQ section is expanded, showing sub-categories like Pre-Sales Questions, Planning & Installation, Licensing and Pricing, Customization & Integration, and Turn-key Services. The main content area is titled "Latest Articles" and contains a table with the following data:

| 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 text "Login" is followed by "Please provide Login credentials." The form contains two input fields: "User Name:*" with a sub-label "Email" and "Password:*" with a sub-label "Password". Below the password field, there is a checkbox labeled "Remember my login id". At the bottom left, there is a blue "Login" button. At the bottom right, there are two links: "Register Now" and "Forgot your password?".

MachSol Customer Portal

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

Address 1: *

Address 2:

City: *

State/Province: *

Zip/Post Code: *

Country:

Phone: *

Fax:

Website:

Registered Since:

- **Add \ Remove Contacts:**

My Contacts

| Name | Email | Options |
|-----------------------------|----------------------------|--|
| MachSol downloads [Primary] | downloads@machsol-test.com | <input checked="" type="checkbox"/> |
| Test User | test@machsol.com | <input checked="" type="checkbox"/> <input type="checkbox"/> |

[Previous](#) [Next](#)

MachSol Customer Portal

- Change Password of your account:

Change Password

Login/ID: [user@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 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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MachSol Customer Portal

License Information:

Licenses Management

Select Installation:

SSA Expiry:

| 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 | Cancel License |
| MachPanel AD Sync - Organizations | MachPanelAo-833E0BAD57 | 500 | Active | Cancel License |
| 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 | \$75.00 | 1 | \$75.00 |
| <input type="checkbox"/> | Premium - 8x5 (Fix target 24 hour, Includes back-end Microsoft applications) Single Incident Premium 8x5 Support Ticket | \$400.00 | 1 | \$400.00 |
| <input type="checkbox"/> | Premium Plus - 24/7 (Fix target 24 hour, Includes back-end Microsoft applications) Single Incident Premium 24/7 Support Ticket | \$600.00 | 1 | \$600.00 |
| <input type="checkbox"/> | Platform Validation / Pre-Checks | \$99.00 | 1 | \$99.00 |
| <input type="checkbox"/> | User Acceptance Tests / Pre-production Tests | \$249.00 | 1 | \$249.00 |
| <input type="checkbox"/> | Periodic Platform Verification | \$299.00 | 1 | \$299.00 |

[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: \$6000 [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->