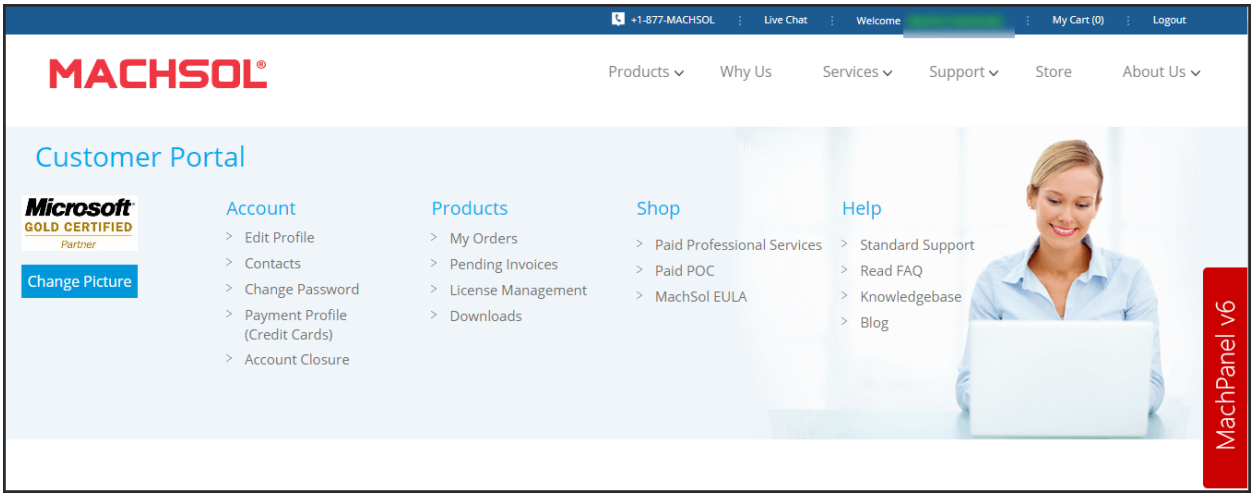
MachSol Customer Portal

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.

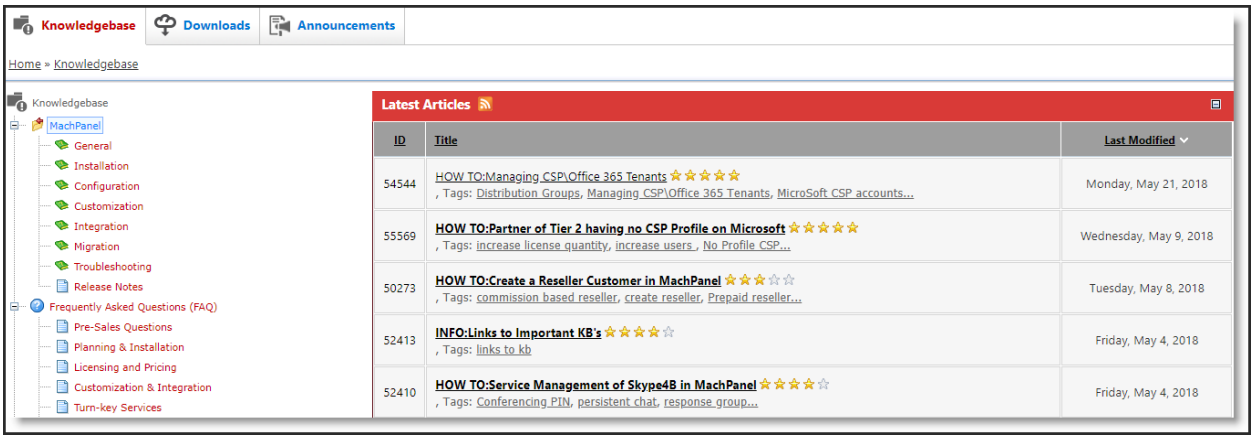
Support portal can be accessed through https://support.machsol.com

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.

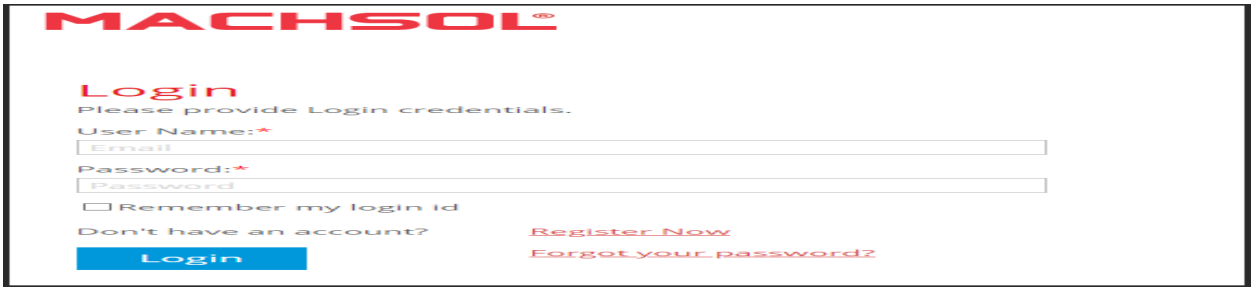
You can also access FAQs from KB portal.



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.

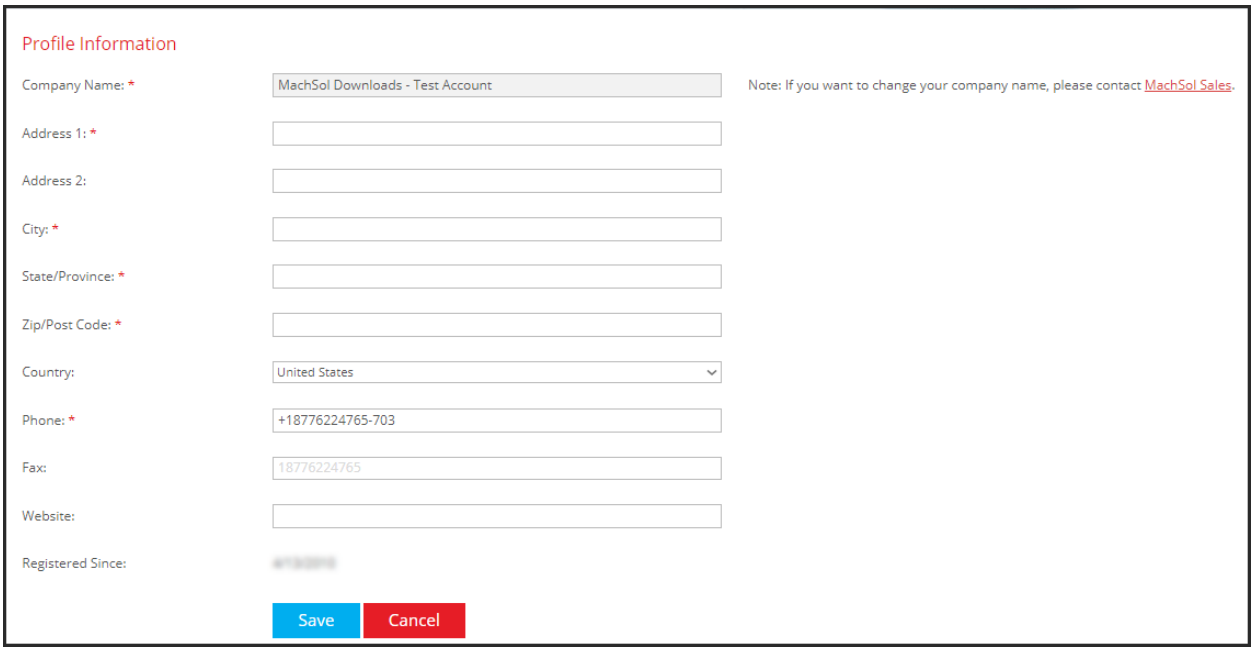


As soon as you are logged in after creating an account, a dashboard will appear on the screen through which you can explore various options inside the customer portal. The customer portal is categorized in four basic sections i.e. Accounts, Products, Shop & Help.

1. Accounts:

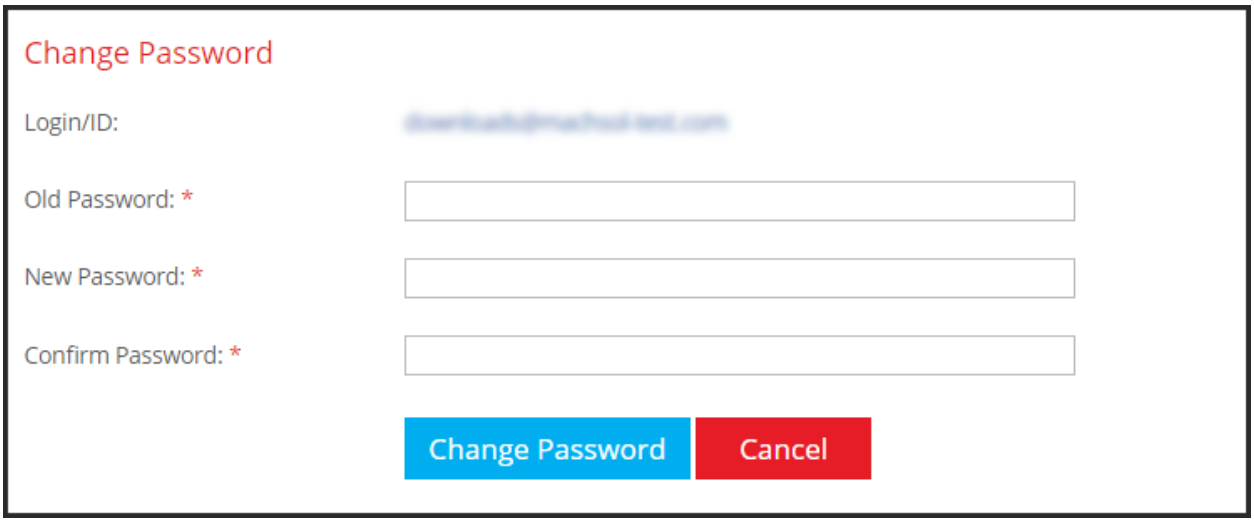
In the accounts section you can customize account details, change password, add contacts, and send a request for account closure as well:

- **Edit Profile:**



- **Add \ Remove Contacts:**

- Change Password of your account:

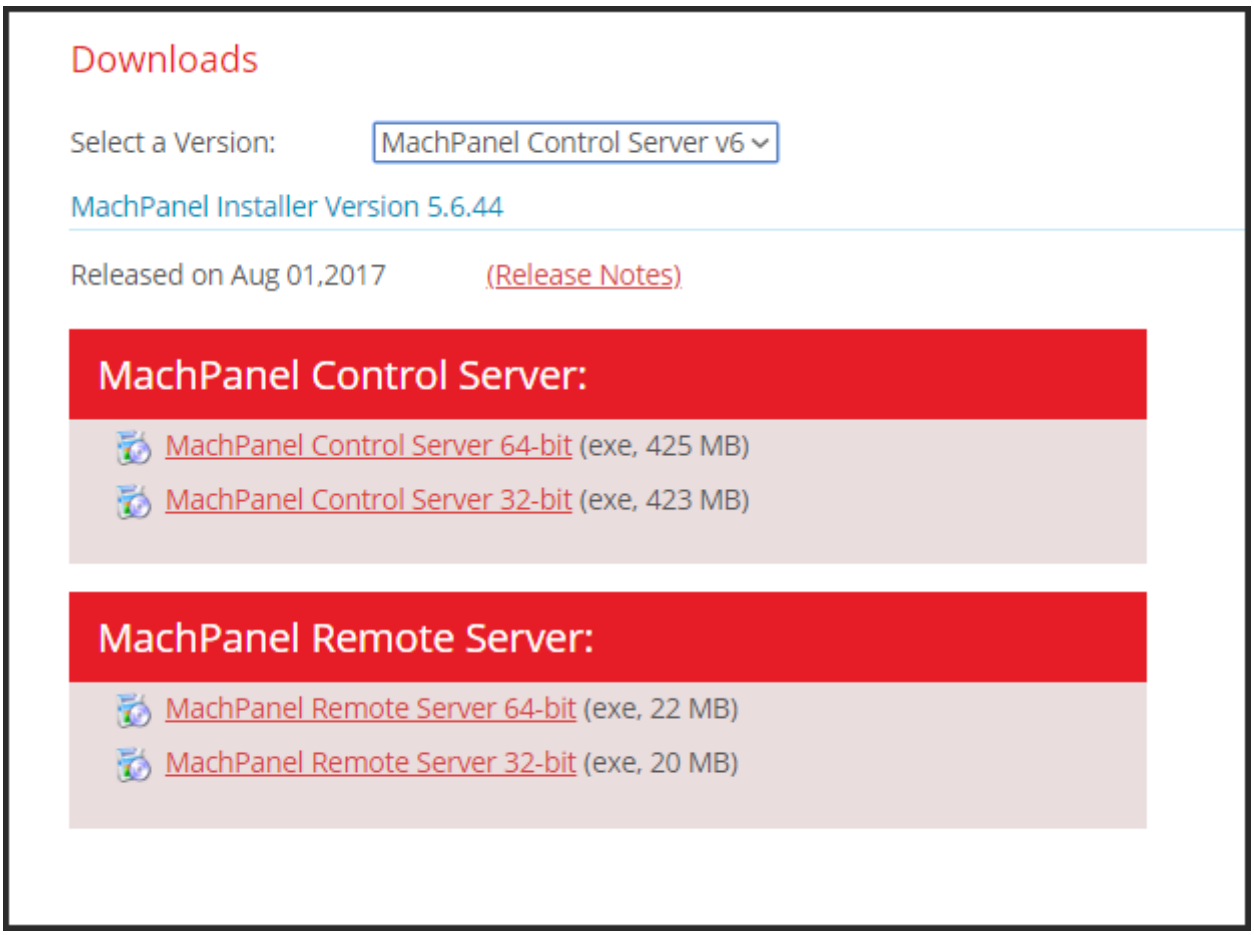


- **Account Removal/Closure:**

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:**



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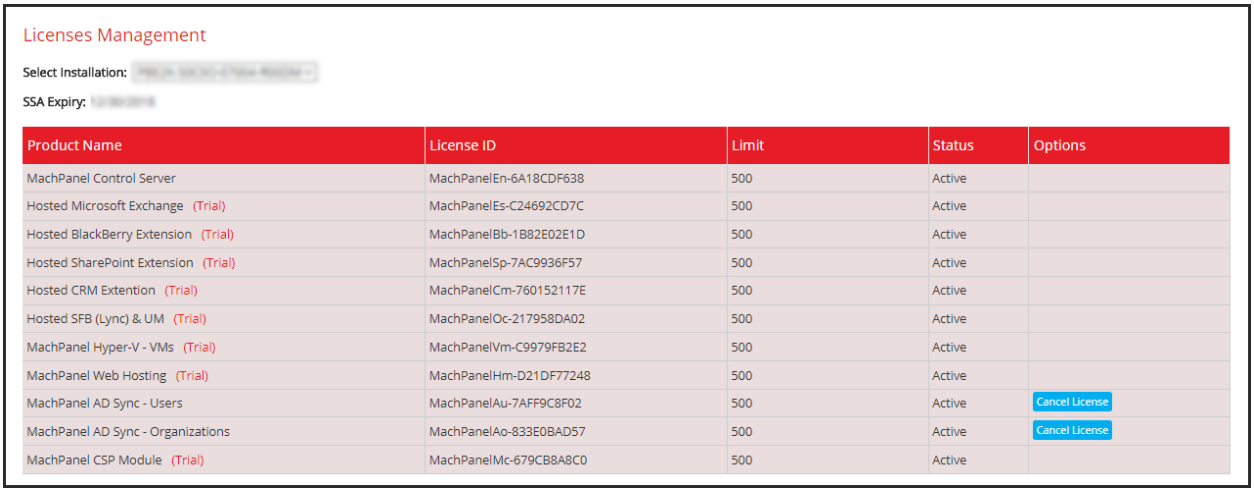
License Information:



Licenses Management

Select Installation: [redacted]

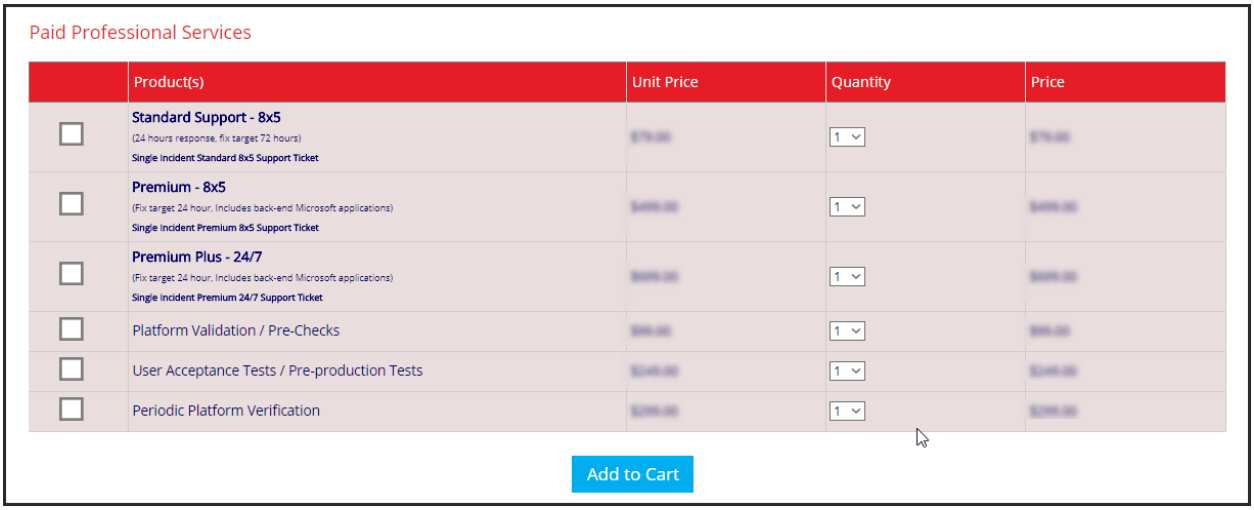
SSA Expiry: [redacted]

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 Extention (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:

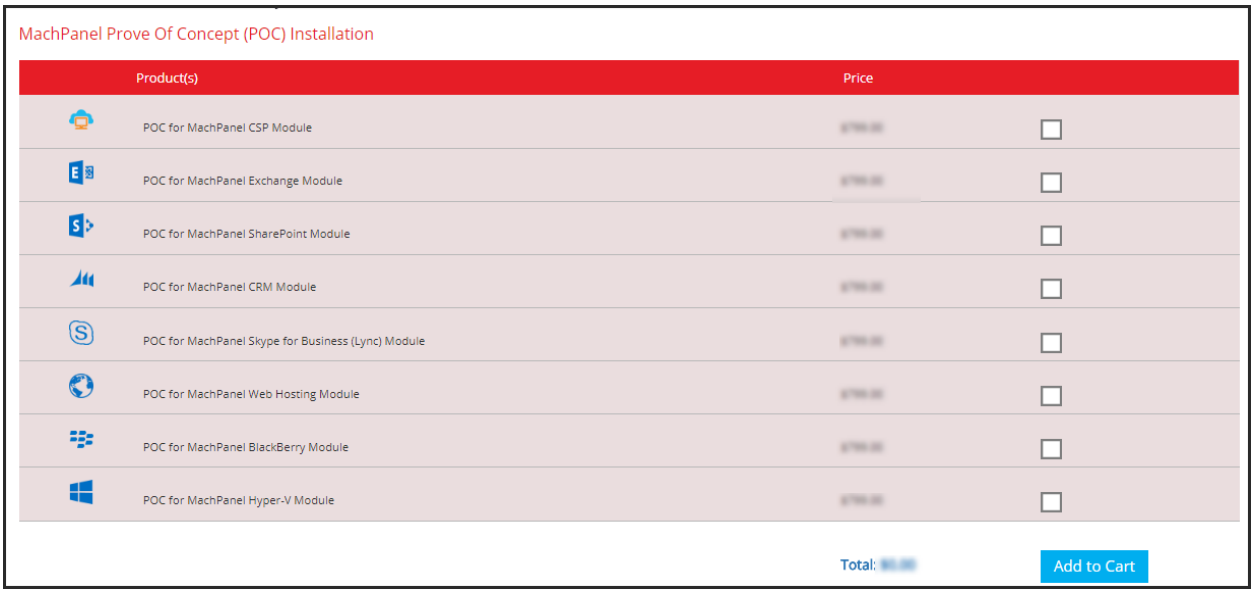


Paid Professional Services

	Product(s)	Unit Price	Quantity	Price
☐	**Standard Support - 8x5** (24 hours response, fix target 72 hours) Single incident Standard 8x5 Support Ticket	[redacted]	1	[redacted]
☐	**Premium - 8x5** (Fix target 24 hour, Includes back-end Microsoft applications) Single incident Premium 8x5 Support Ticket	[redacted]	1	[redacted]
☐	**Premium Plus - 24/7** (Fix target 24 hour, Includes back-end Microsoft applications) Single incident Premium 24/7 Support Ticket	[redacted]	1	[redacted]
☐	Platform Validation / Pre-Checks	[redacted]	1	[redacted]
☐	User Acceptance Tests / Pre-production Tests	[redacted]	1	[redacted]
☐	Periodic Platform Verification	[redacted]	1	[redacted]

Add to Cart

- **Paid POC Installation details:**



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-