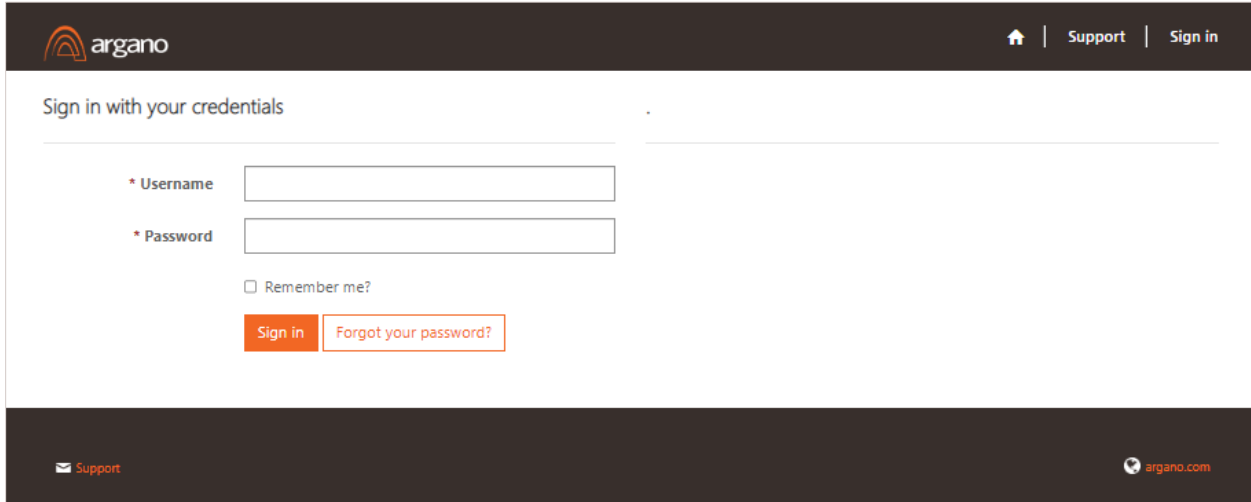

Argano Client Care and Managed Services

MyArbela Portal Access

To access the portal, log into www.myarbela.com or <https://arbela.support.microsoft.com/portals.com>

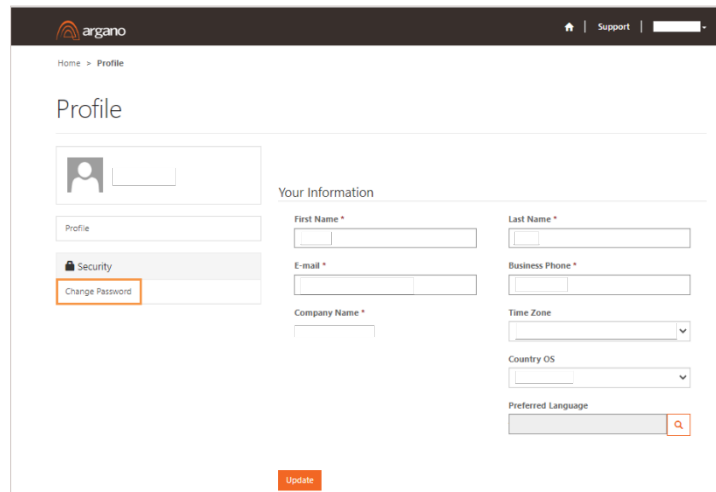


The screenshot shows the Argano login page. At the top left is the Argano logo. At the top right are navigation links for Home, Support, and Sign in. The main heading is "Sign in with your credentials". Below this are two input fields: "* Username" and "* Password". There is a checkbox for "Remember me?". Below the fields are two buttons: "Sign in" and "Forgot your password?". At the bottom left is a "Support" link with an envelope icon, and at the bottom right is the Argano logo and "argano.com".

First Time Login

The first time you log in, you will need to change your password. To do so, use the following procedure:

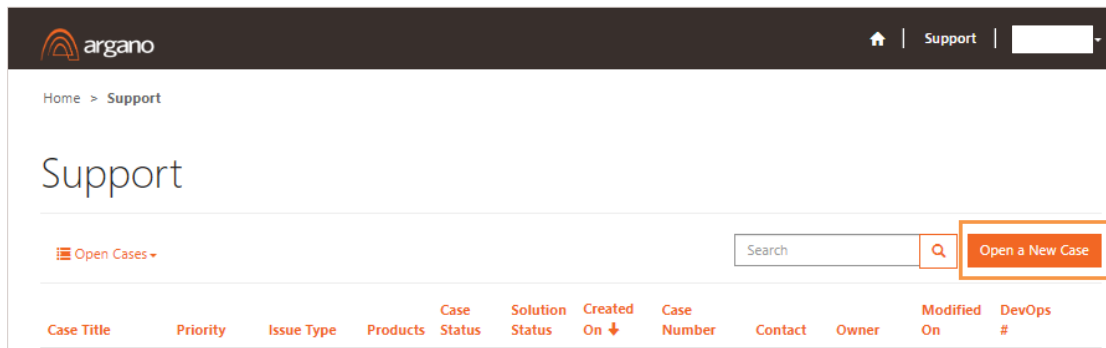
1. Click on the **Sign in** button in the top right-hand corner
2. Sign in using the User ID (your email) and Password assigned to you in the welcome email (Sent from **ArganoArbela NoReply** with the subject line of "Welcome to Argano Client Care and Managed Services!")
3. Click on the **View and/or edit** your **Profile** link and click on the **Change Password** button to reset your password



The screenshot shows the Argano Profile page. At the top left is the Argano logo. At the top right are navigation links for Home, Support, and a user profile icon. The main heading is "Profile". Below this is a profile picture placeholder and a "Profile" link. There is a "Security" section with a "Change Password" button highlighted. To the right is a "Your Information" section with fields for First Name, Last Name, E-mail, Business Phone, Company Name, Time Zone, Country OS, and Preferred Language. There is an "Update" button at the bottom.

Creating a New Case

1. From the top right-hand corner of the webpage, click on **Support**
2. Click on the **Open a New Case** button



3. Complete the fields to submit your case, using the following guidance:

A. **Title:** Add in a title for your case

B. **Issue Type:**

1. **Access:** Provisioning, user access, role assignments
2. **Enhancement:** A change to standard features, custom development
3. **Environment Management:** Data refreshes, code moves, other updates
4. **Issue:** A problem that needs reviewing. A transactional error message, unexpected behavior
5. **Task:** A to-do task or request



6. **Training:** A training session, course, or how-to question

C. **Priority:**

1. **Critical:** An inoperable or down system
2. **Major:** Major loss of function in production system or environment
3. **Minor/Trivial:** Minor loss of function, non-production system problem or cosmetic issue

D. **Environment:** Fill in which environment is impacted (e.g., Production, Test, UAT, etc.)

E. **Product:**

1. **ERP:** Microsoft Dynamics 365 for Finance and Supply Chain management, AX2012, AX2009, etc.
 2. **CRM:** Microsoft Dynamics 365 Customer Engagement, Field Service, Marketing, etc.
 3. **BI:** Business Intelligence, Data Engineering and analytics, Azure cloud services, etc.
 4. **HR:** Human Resources
 5. **Other**
- F. **Project/Location:** Free form field, to identify a location or project location
- G. **Description:** Provide as much description of the problem as possible, including:
1. The user or user(s) affected by the issue, including their names and emails
 2. The environment in which the issue has occurred
 3. The legal entity in which the issue has occurred
 4. Any steps to recreate the issue
 5. Any expected outcomes of the affected process
- H. **DevOps#:** The associated Azure DevOps (ADO) ticket number, if applicable
- I. **Attachments:** Add any relevant attachments, screen captures etc.

Once all information is complete, Click **Submit** to send the case to the Argano Client Care and Managed Services Team. The ticket will then be in queue for next steps.

Case Acknowledgement and Updates

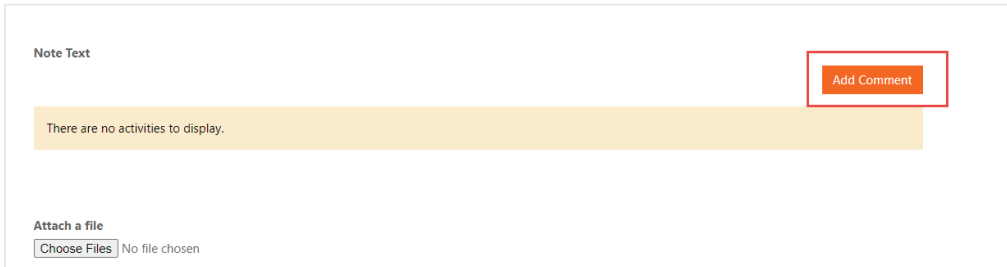
You will receive an email confirmation when your case has been acknowledged by a Client Care representative, and each time a new comment or update has been added.

Communication

Messages and updates from the portal will be addressed from our **ArganoArbela NoReply** (noreply@arbелatech.com) email address. Please do not reply directly back to this address because this email inbox is not monitored, and therefore responses will be delayed.

To respond to an update from your Argano Client Care representative or to provide additional information about a case, click the link in the email you received or log into the portal.

- At the bottom of the case, click **Add Comment**.

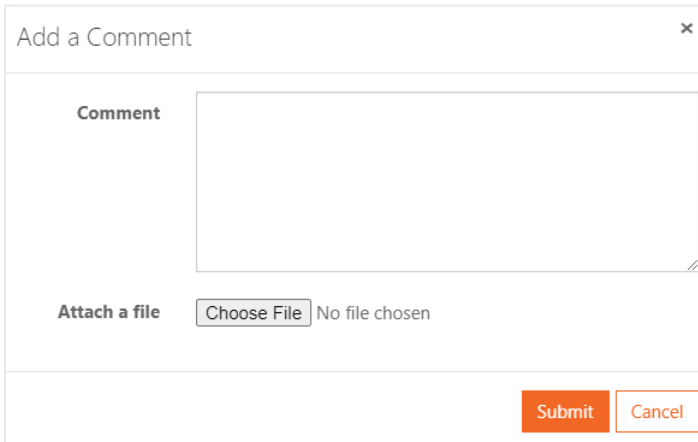


Note Text

There are no activities to display.

Attach a file
 No file chosen

- Add comments and additional files as needed, then click **Submit**.



Add a Comment

Comment

Attach a file
 No file chosen

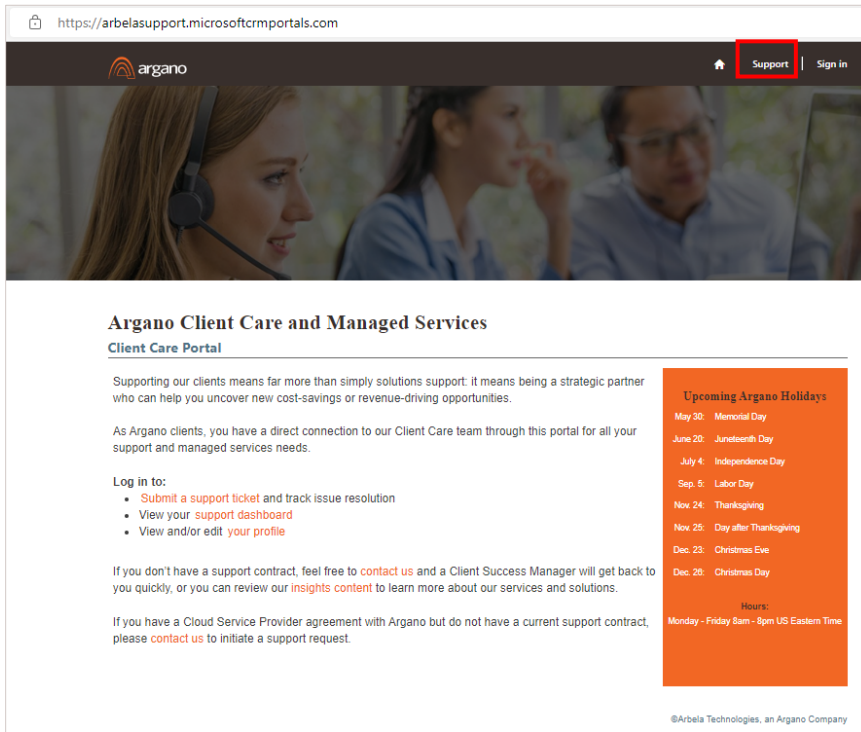
All case updates will be displayed within the portal, and each new update also triggers an email communication sent from the address (noreply@arbелatech.com).

Case Resolved

When your case is resolved, you will also receive an email from ArganoArbela NoReply (surveys@email.formspromicrosoft.com). This email includes a link to a client satisfaction survey. Please share your feedback on your experience, positive or negative, to help us continually improve our client care services and share feedback with others.

Case History

From your [Support Dashboard](#), click on **Open Cases** to get a view of open case history, or you can view **Closed Cases** or **All Cases**.



https://arbela.support.microsoft.com/portals.com

argano Support Sign in

Argano Client Care and Managed Services

Client Care Portal

Supporting our clients means far more than simply solutions support: it means being a strategic partner who can help you uncover new cost-savings or revenue-driving opportunities.

As Argano clients, you have a direct connection to our Client Care team through this portal for all your support and managed services needs.

Log in to:

- [Submit a support ticket and track issue resolution](#)
- [View your support dashboard](#)
- [View and/or edit your profile](#)

If you don't have a support contract, feel free to [contact us](#) and a Client Success Manager will get back to you quickly, or you can review our [insights content](#) to learn more about our services and solutions.

If you have a Cloud Service Provider agreement with Argano but do not have a current support contract, please [contact us](#) to initiate a support request.

Upcoming Argano Holidays

May 30: Memorial Day

June 20: Juneteenth Day

July 4: Independence Day

Sep. 5: Labor Day

Nov 24: Thanksgiving

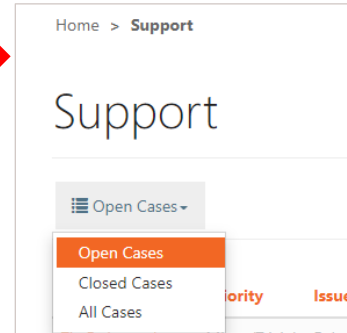
Nov 25: Day after Thanksgiving

Dec 23: Christmas Eve

Dec 26: Christmas Day

Hours:
Monday - Friday 8am - 8pm US Eastern Time

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Home > Support

Support

Open Cases ▾

- Open Cases
- Closed Cases
- All Cases