

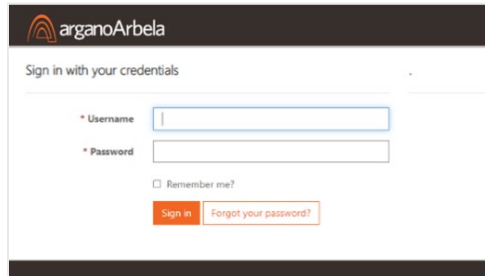
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## ArganoArbela Client Care and Managed Services

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### MyArbela Portal Access

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

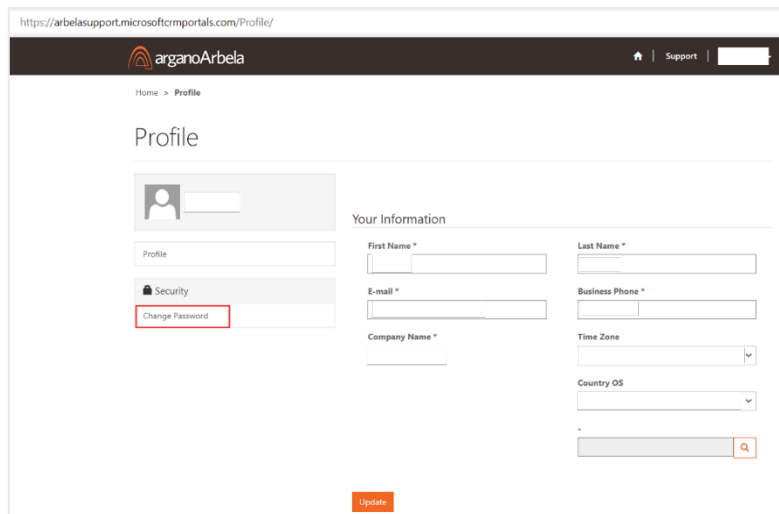


### First Time Login

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

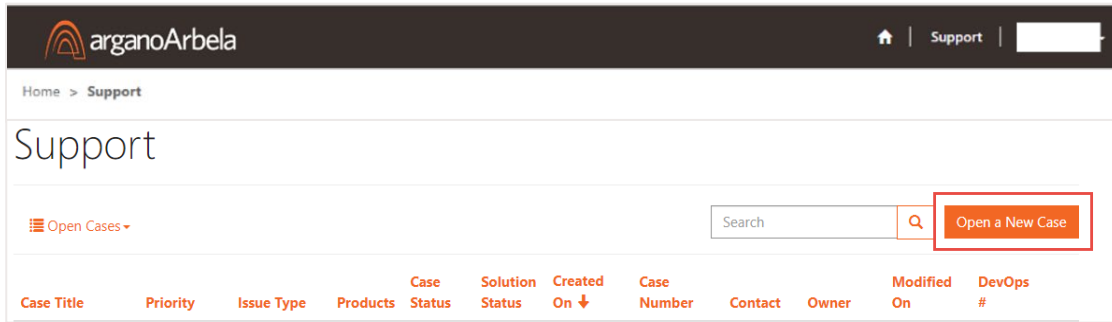
1. Click on the **Sign in** button in the top right-hand corner
2. Sign in using the User ID (your email) and Password assigned to you in the welcome email (Sent from **ArganoArbela NoReply** with the subject line of "Welcome to ArganoArbela Client Care and Managed Services!")
3. Click on the **View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



### Creating a New Case

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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 ArganoArbela Client Care and Managed Services Team. The ticket will then be in queue for next steps.

## Case Acknowledgement and Updates

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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.

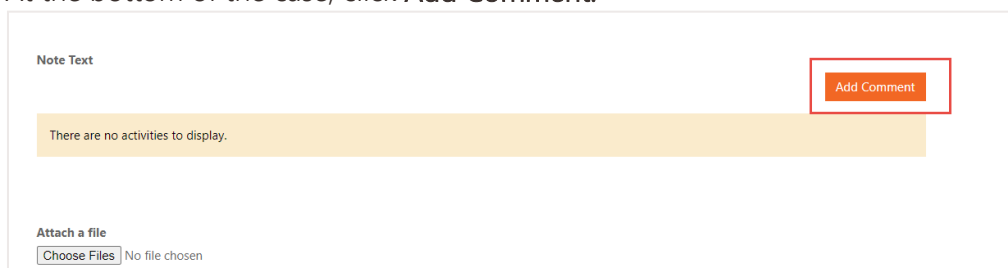
## Communication

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Messages and updates from the portal will be addressed from our **ArganoArbela NoReply** ([noreply@arbelatech.com](mailto:noreply@arbelatech.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 ArganoArbela 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**.



- 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](mailto:noreply@arbелatech.com)).

## Case Resolved

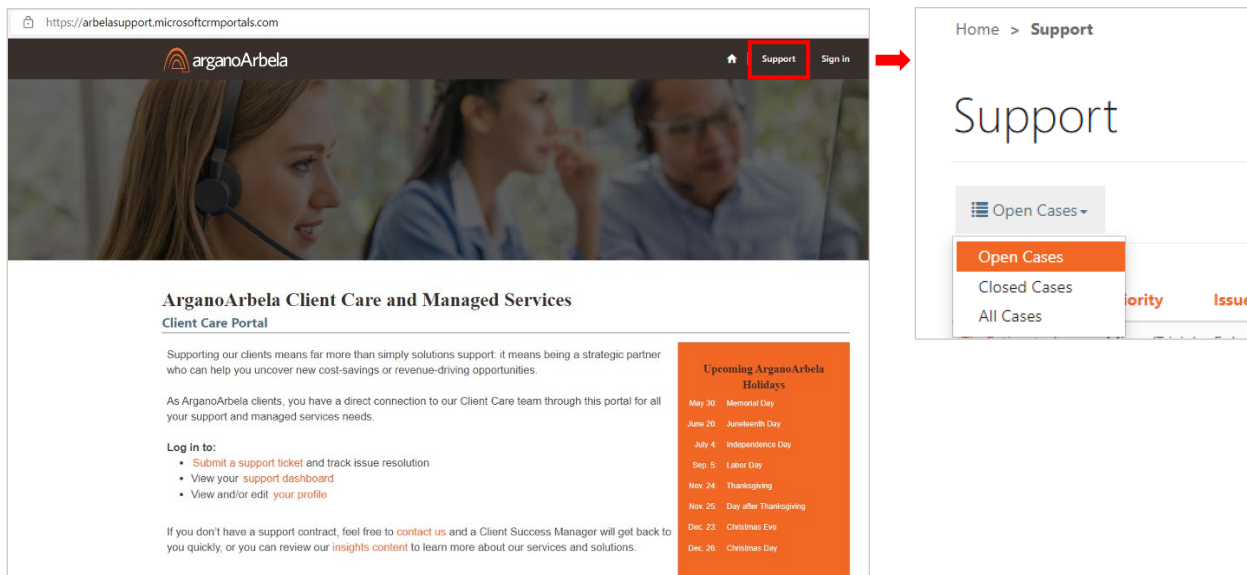
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When your case is resolved, you will also receive an email from ArganoArbela NoReply ([surveys@email.formspro.microsoft.com](mailto:surveys@email.formspro.microsoft.com)). This email includes a link to a client satisfaction survey. Please share your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

## Case History

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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**.



The screenshot shows the ArganoArbela Client Care Portal. The top navigation bar includes the ArganoArbela logo, a 'Support' button (highlighted with a red box), and a 'Sign in' link. Below the navigation bar is a banner image of three customer service representatives. The main content area is titled 'ArganoArbela Client Care and Managed Services Client Care Portal'. It contains introductory text, a 'Log in to:' section with links to submit tickets, view dashboards, and edit profiles, and an 'Upcoming ArganoArbela Holidays' section with a list of dates and holidays. On the right side, a 'Support' dropdown menu is open, showing options for 'Open Cases', 'Closed Cases', and 'All Cases'. The 'Open Cases' option is highlighted in orange.