**PWS PartsWatch
Customer Support Portal
Information Sheet R1.0**

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1. DOCUMENT INFORMATION

1.1. Publication Record

Revision 1.0 is the current version of the *PWS PartsWatch Customer Support Portal Information Sheet.*

Rev.	Publication Date	Author Name	Description of Revisions
1.0	10/03/2016	Cathy Kuhlmann Ed Robinson	Initial Publication

The graphics illustrated in this document represent a sample design.

Numbers, currency, dates, and times in this document are written in English (United States) format; however, the application supports other languages and formats for numbers, times, and dates.

2. OVERVIEW

2.1. Purpose

This document provides instruction on the use of the PartsWatch Customer Support Portal.

3. CUSTOMER SUPPORT PORTAL

3.1. Support Portal

The PartsWatch Customer Support Portal is used to create and view cases, and view Knowledge Base articles.
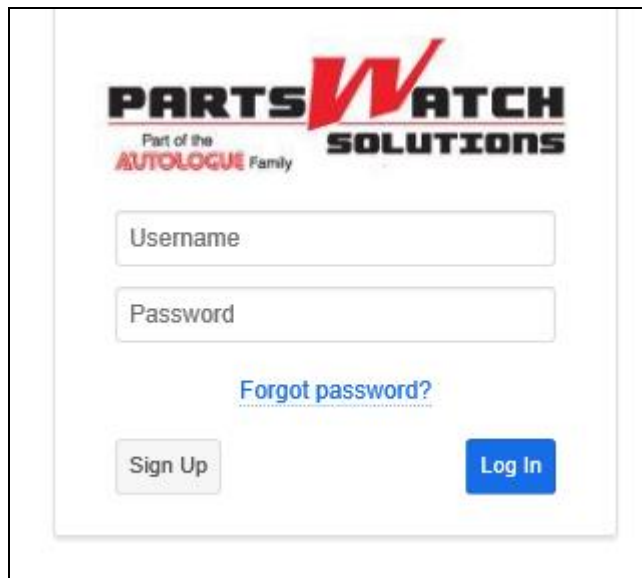
3.2. Portal Login

The login screen provides access to the PartsWatch Customer Support Portal. PartsWatch Solutions provides your login Username and Password. Contact PartsWatch Customer Support at 973-756-1200 for your user-specific login and password.

For your security, the portal login is unique and can only be used by one person. If you forget your password, contact PartsWatch Customer Support at 973-756-1200 for a new password.

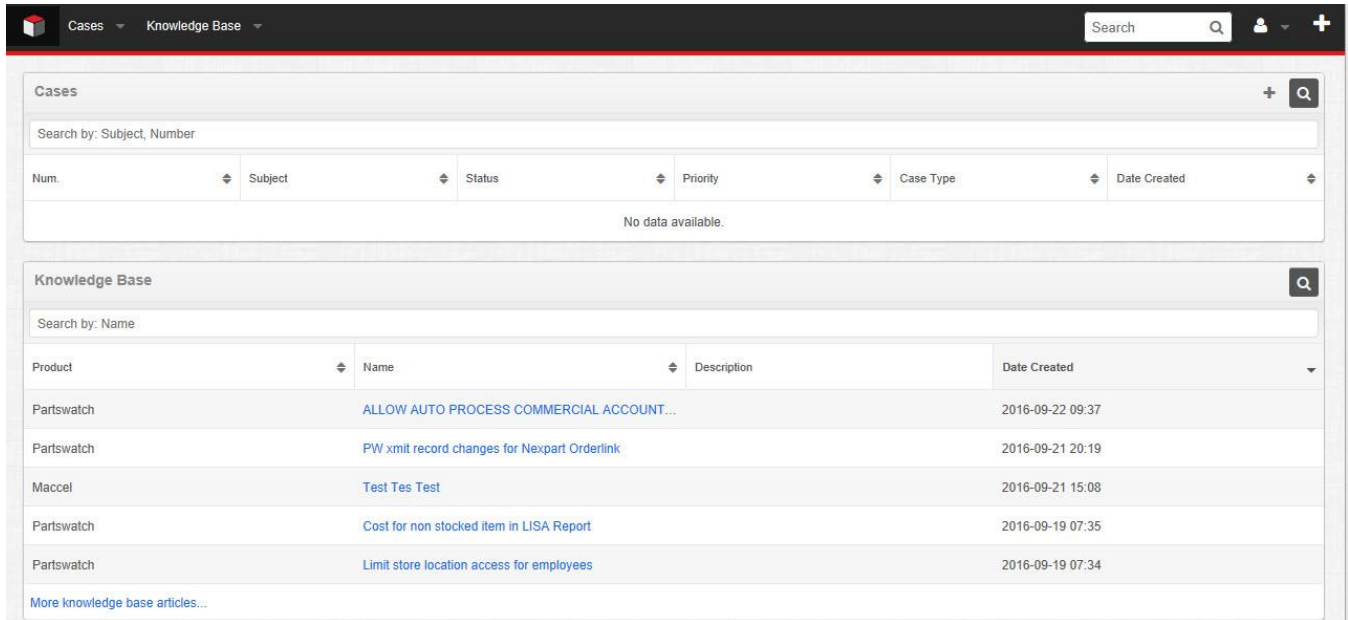1.　Type https://autologue.sugarondemand.com/portal/index.html in your browser to log in.

> **Note: DO NOT USE** the Sign Up option.

2.　Enter your user name in the **Username** field.

3.　Enter your password in the **Password** field.

　　Note: Click Forgot password? if you do not remember your password. Follow the instructions to reestablish your password.

4. Click **Log In**.
    The portal screen displays.
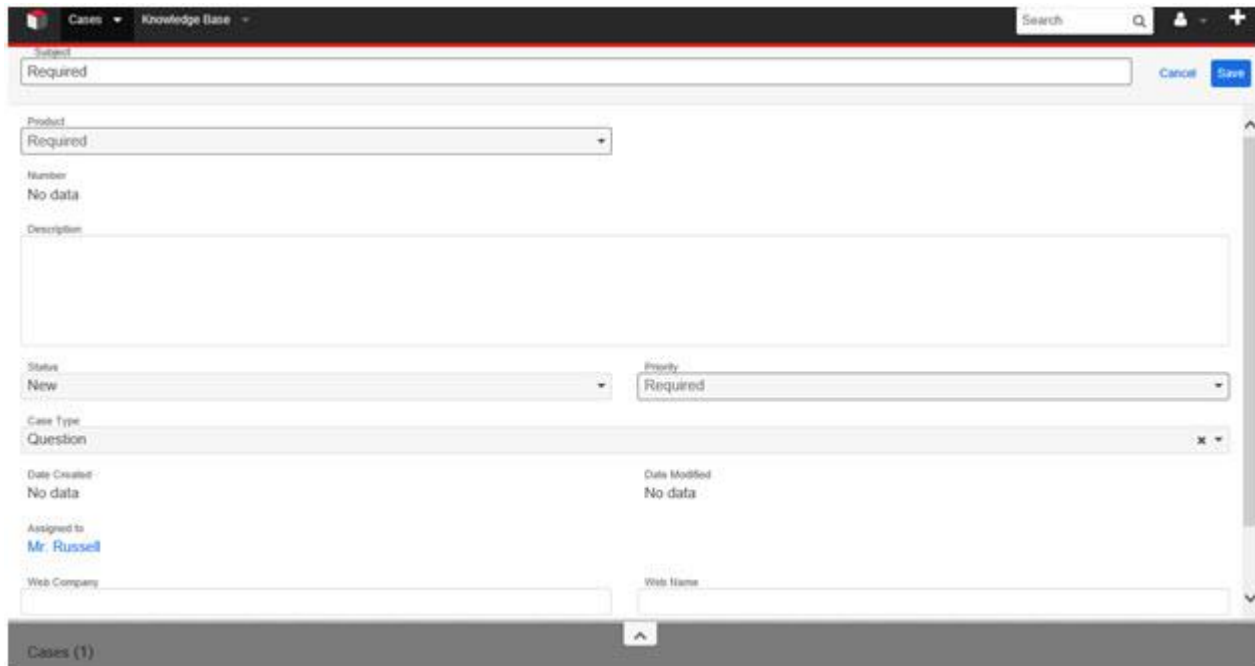
3.3.   Create New Case

1. To enter a new case, click **+** (Create Case) located in the Cases bar.

   Or, click on the Cases drop-down and click **+ Create Case**.

   The new case screen displays.

2. Enter as much detail information as is available. The **Subject**, **Product** and **Priority** fields are required.

3. Click **Save**.
   The case is saved in the database.

3.4. Search for Cases

1. Type a subject or number in the Search By text box.

2. Click the **Search** icon in the Cases bar to search for cases.
    The case displays in the grid.

Or, click the Cases drop-down and click ☰ **View Cases**.

3.5. Select Knowledge Base Article by Product

1. Click on **Knowledge Base** to select a Knowledge Base article.
    A list of Knowledge Base articles displays on the left and a list of categories (Products) displays on the right.
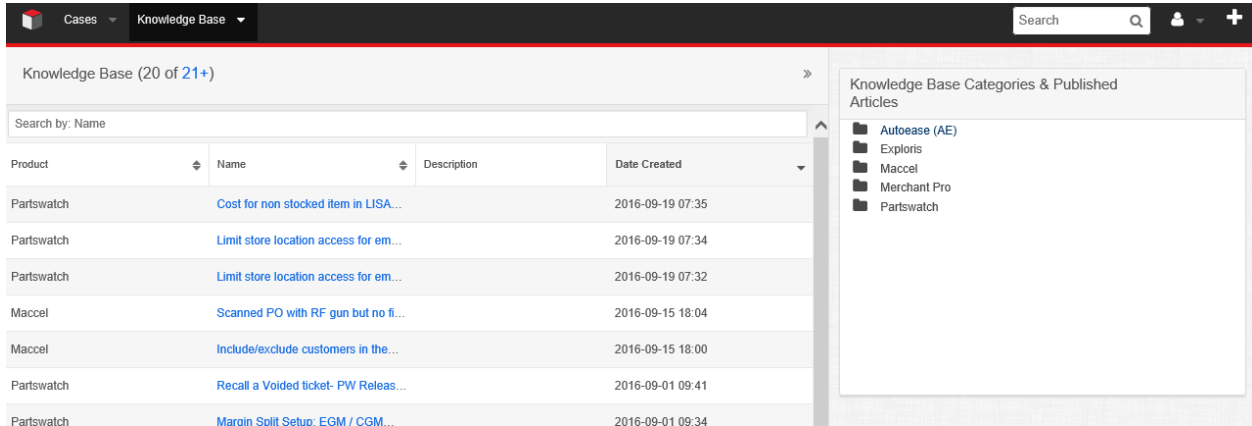
2. Select the desired product/category.
    A submenu displays a list of available articles for that category.

    Note: Only the 20 most recent articles display in the Knowledge Base category folders. When a folder is disabled, the articles must be searched by name. Enter the category name, such as Autoease or PartsWatch, in the **Search by** text bar to search for additional articles.

3. Double-click on an article.
    The full article displays on the left.

3.6. Add Attachment to Case

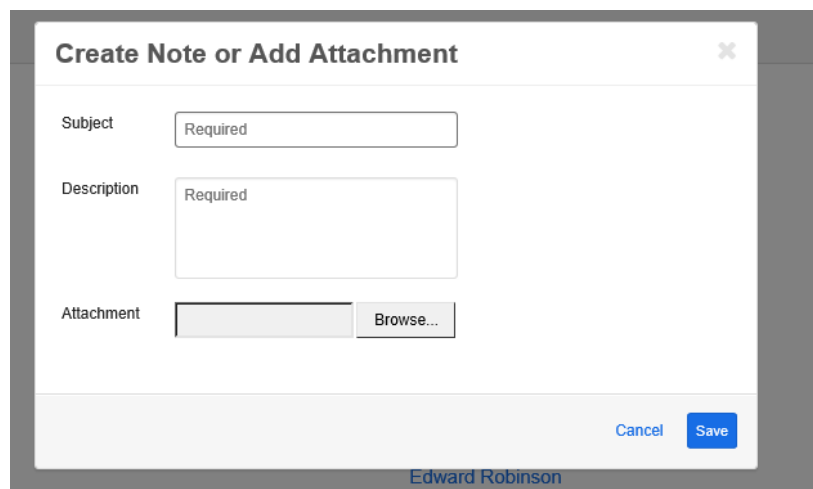**Note:** A case must already exist in order to add an attachment.

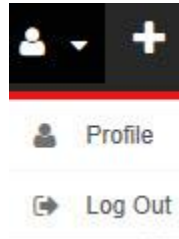1. Bring up the case record and click **+ Add a Note**.

The Create Note or Add Attachment window displays.

2. Enter a name in the **Subject** field (required) and a description in the **Description** field (required).

3. Click **Browse** to locate the attachment.

4. Click **Save**.
   The attachment is saved to the case.

3.7. Change Password

The Profile page is used to change your password.

1. Log in to the portal.
   The portal screen displays.

2. Click the **drop-down arrow** next to the person image.
   Note: Your name displays as you hover over the arrow.

3. Click **Profile**.
   Your profile page displays.

4. Click **Edit**.
   The profile page displays in edit mode.

5. Enter your current password in the **Current Password** field.

6. Enter your new password in the **New Password** field.

7. Re-enter your new password in the **Confirm Password** field.

8. Click **Save**.
   The password is saved.

3.8. Logout

Click the **drop-down arrow** next to the person image and then click **Log Out** to log out of the portal session.