

Client Portal: Mobile App

Please download the following client portal app:



Android



Apple

Here's What You Can Do With The Client Portal Mobile App:

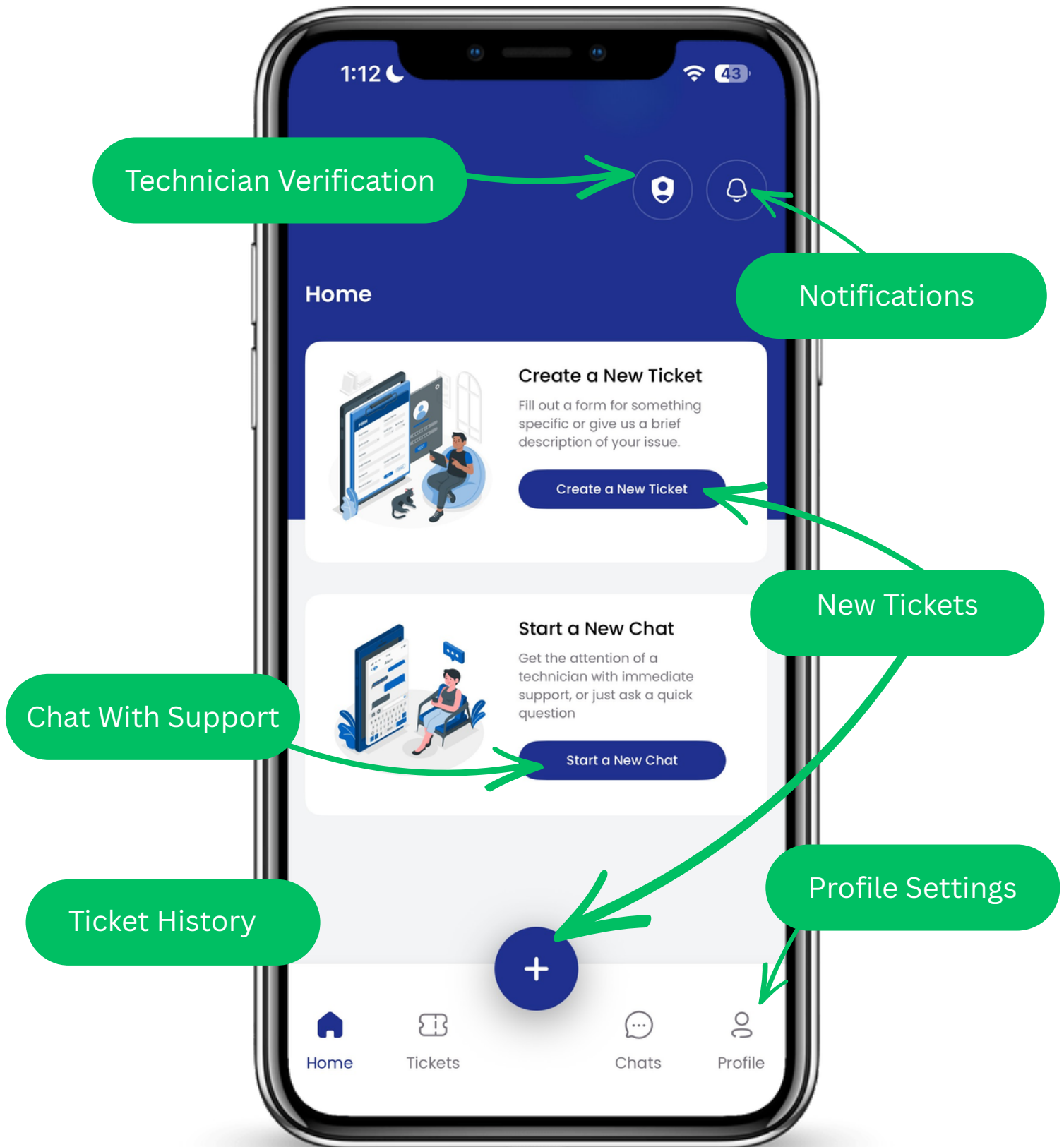
Create tickets

Chat with technicians

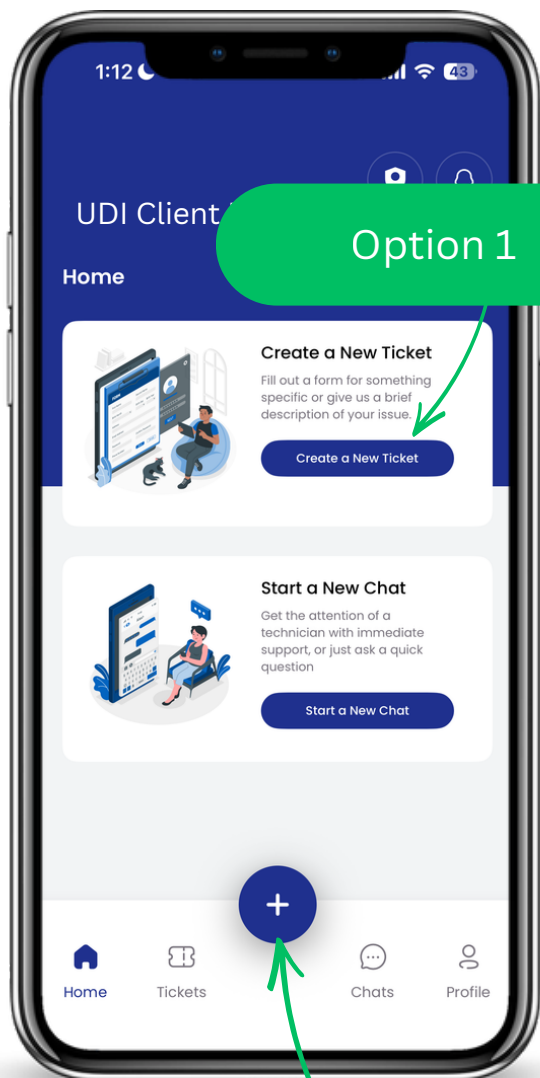
View your support ticket history

Perform Verification

Quick Summary

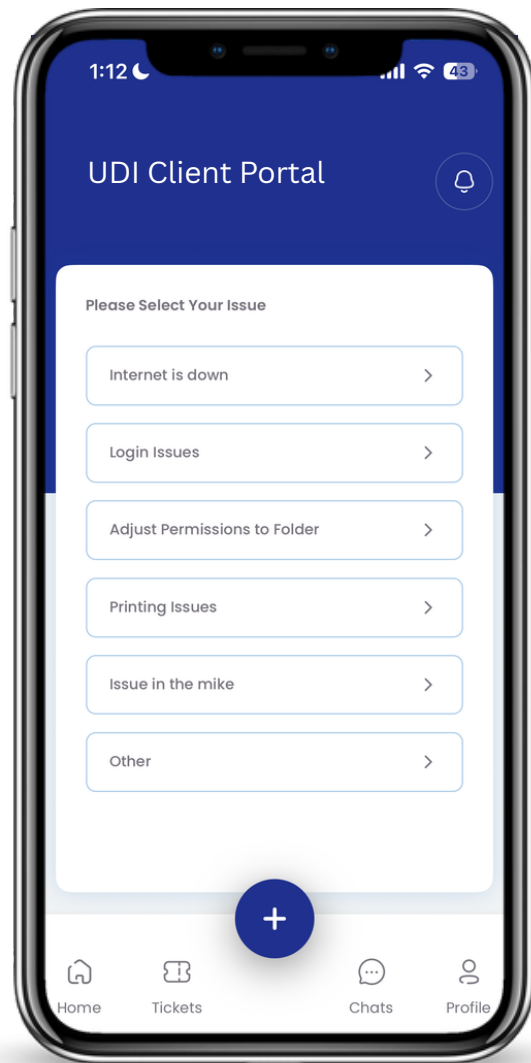


Creating A Ticket



Option 1

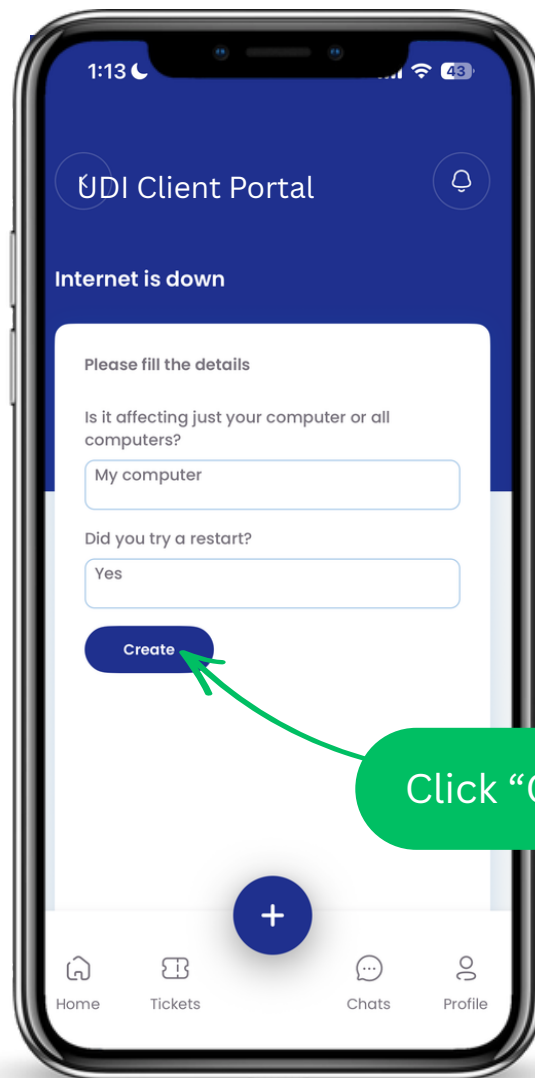
Option 2



Select an issue from the available templates, or choose "Other" to create a custom submission.

Creating A Ticket

Once you've selected your issue, we may ask a few additional questions to better understand your needs and provide the best possible support.



The image shows a smartphone screen displaying the UDI Client Portal. At the top, the status bar shows the time 1:13, signal strength, Wi-Fi, and battery at 43%. The app header is "UDI Client Portal" with a bell icon on the right. Below the header, a blue banner reads "Internet is down". The main content area is a white card titled "Please fill the details". It contains two questions: "Is it affecting just your computer or all computers?" with a text input field containing "My computer", and "Did you try a restart?" with a text input field containing "Yes". Below these fields is a blue "Create" button. A green arrow points from a callout box to this button. At the bottom of the screen is a navigation bar with icons for Home, Tickets, Chats, and Profile, and a central blue circle with a white plus sign.

1:13

UDI Client Portal

Internet is down

Please fill the details

Is it affecting just your computer or all computers?

My computer

Did you try a restart?

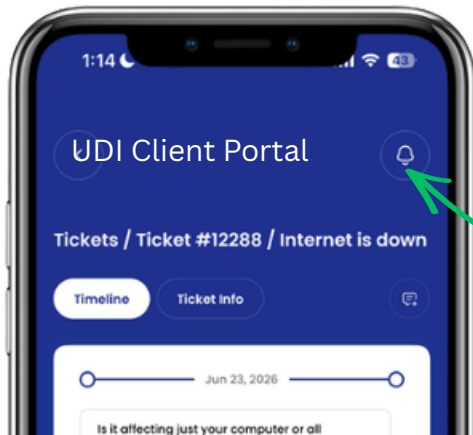
Yes

Create

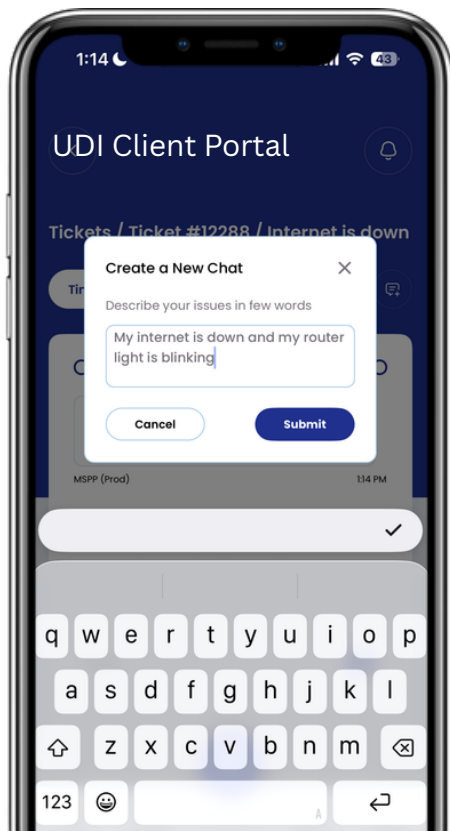
Home Tickets Chats Profile

Click "Create" to complete

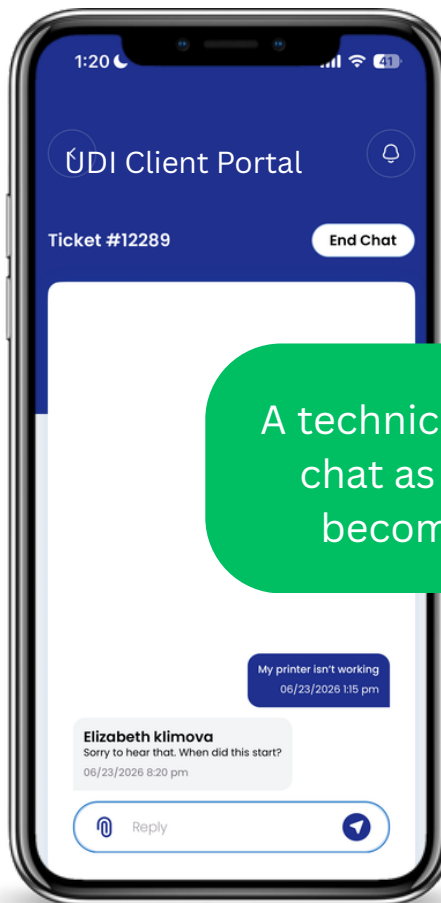
Creating A Ticket



If you'd like to start a chat about your ticket, click the chat icon on the right-hand side of the screen.

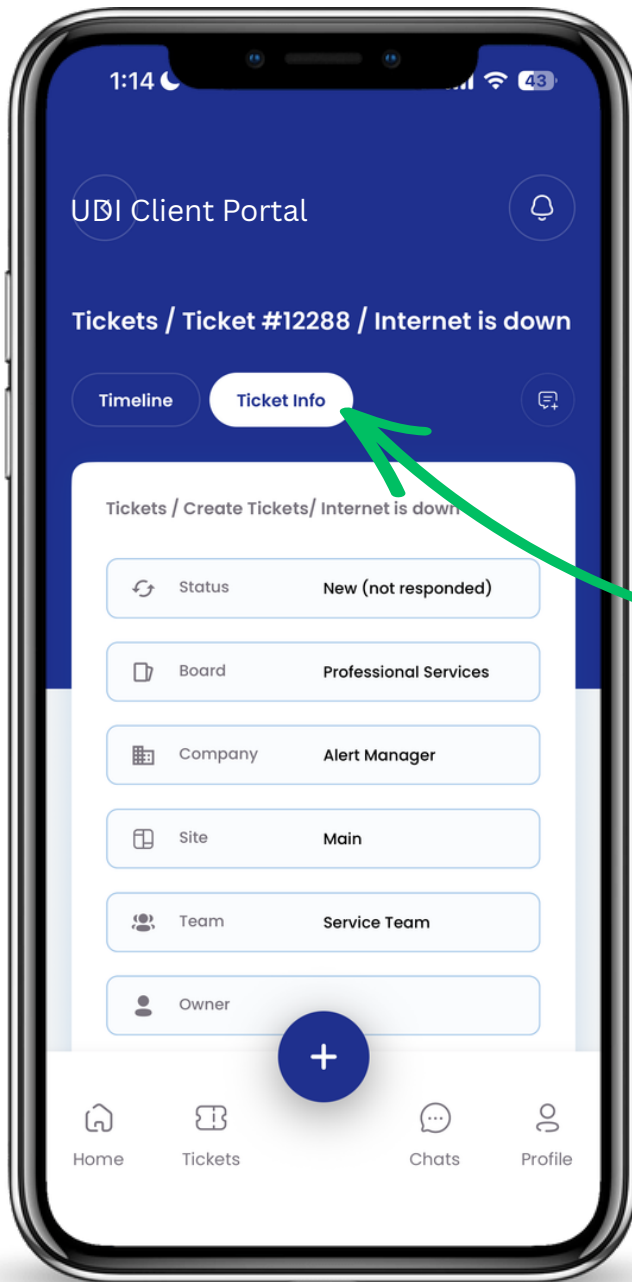


Provide any additional details about your ticket, then click "Submit."



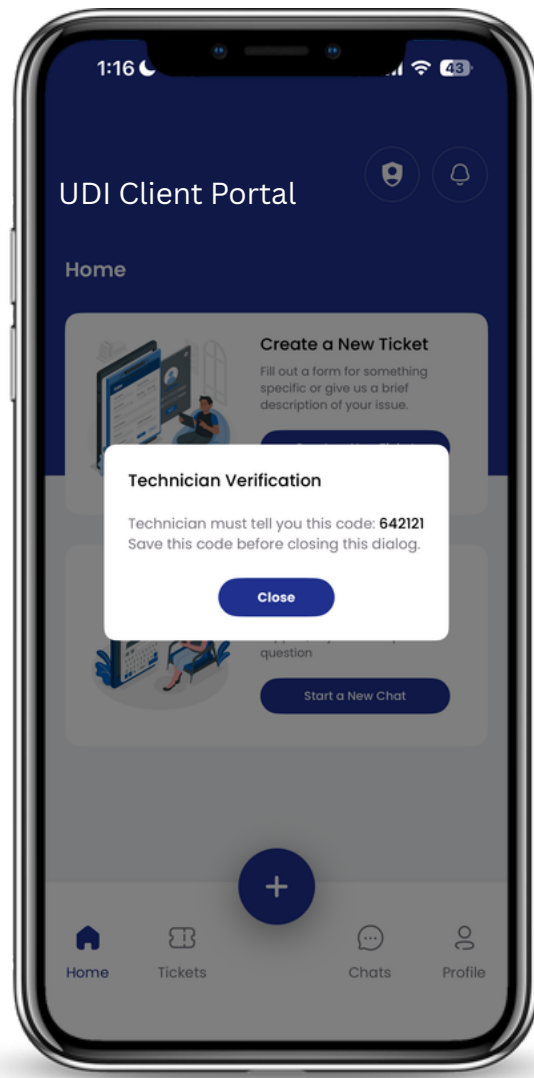
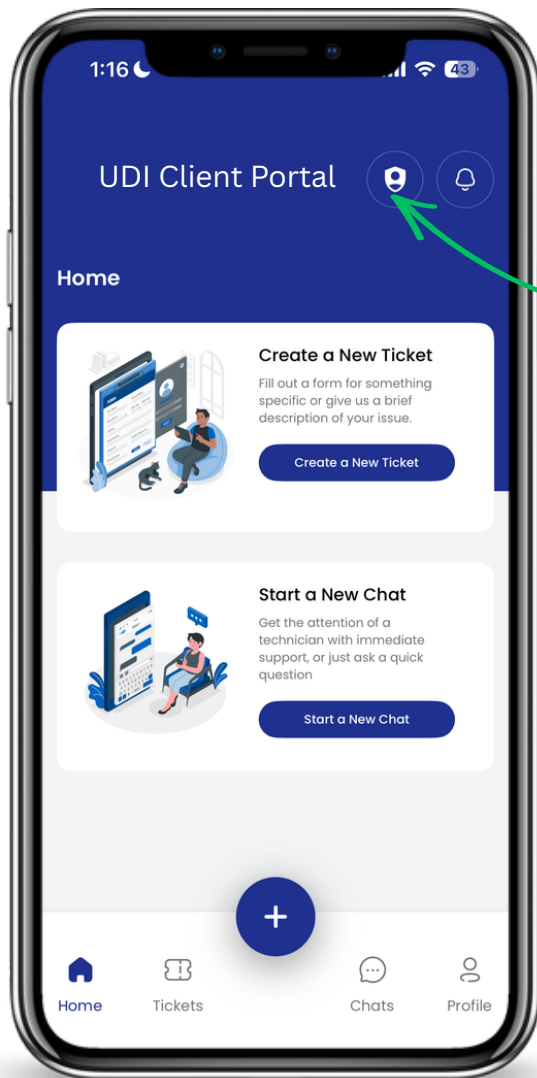
A technician will join the chat as soon as they become available.

Ticket Information



To view ticket details, click "Ticket Info" within the ticket.

Technician Verification

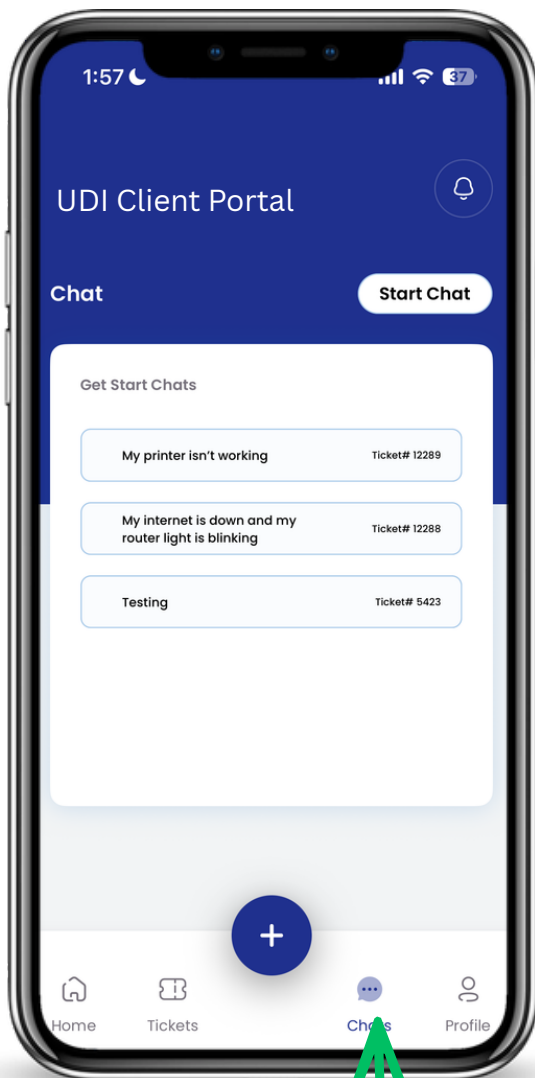


To verify your technician,
click the shield icon on
the right-hand side of the
screen.

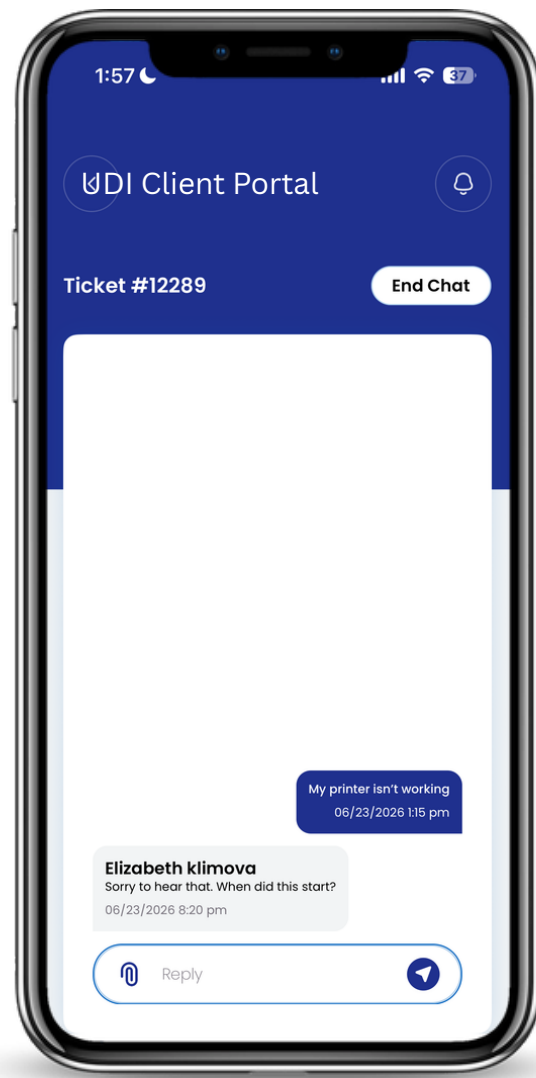
A 6-digit code should
appear. This code should
be read out by your
technician.

**If the technician cannot provide you this code,
please hang up and call us immediately.**

Start Chats With Technicians

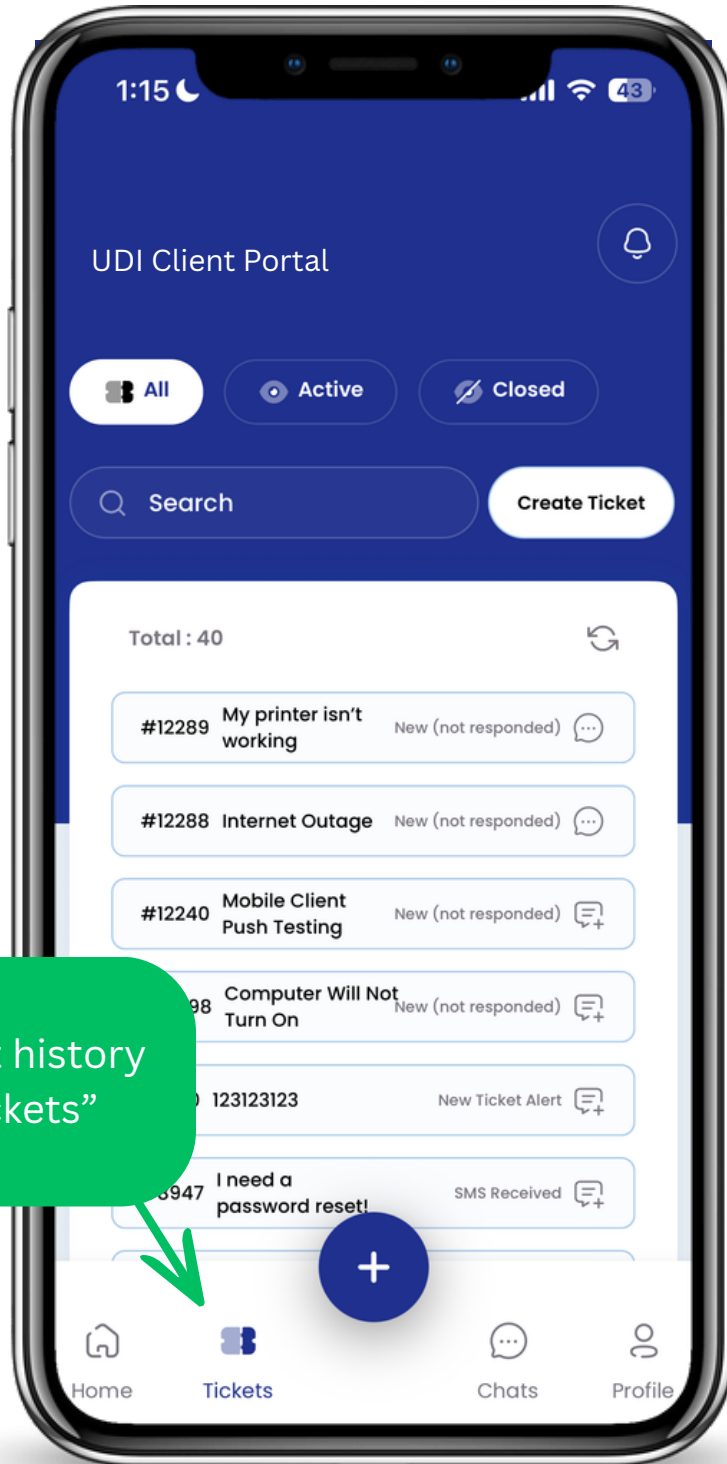


To begin a support conversation, click the “Chats” icon.



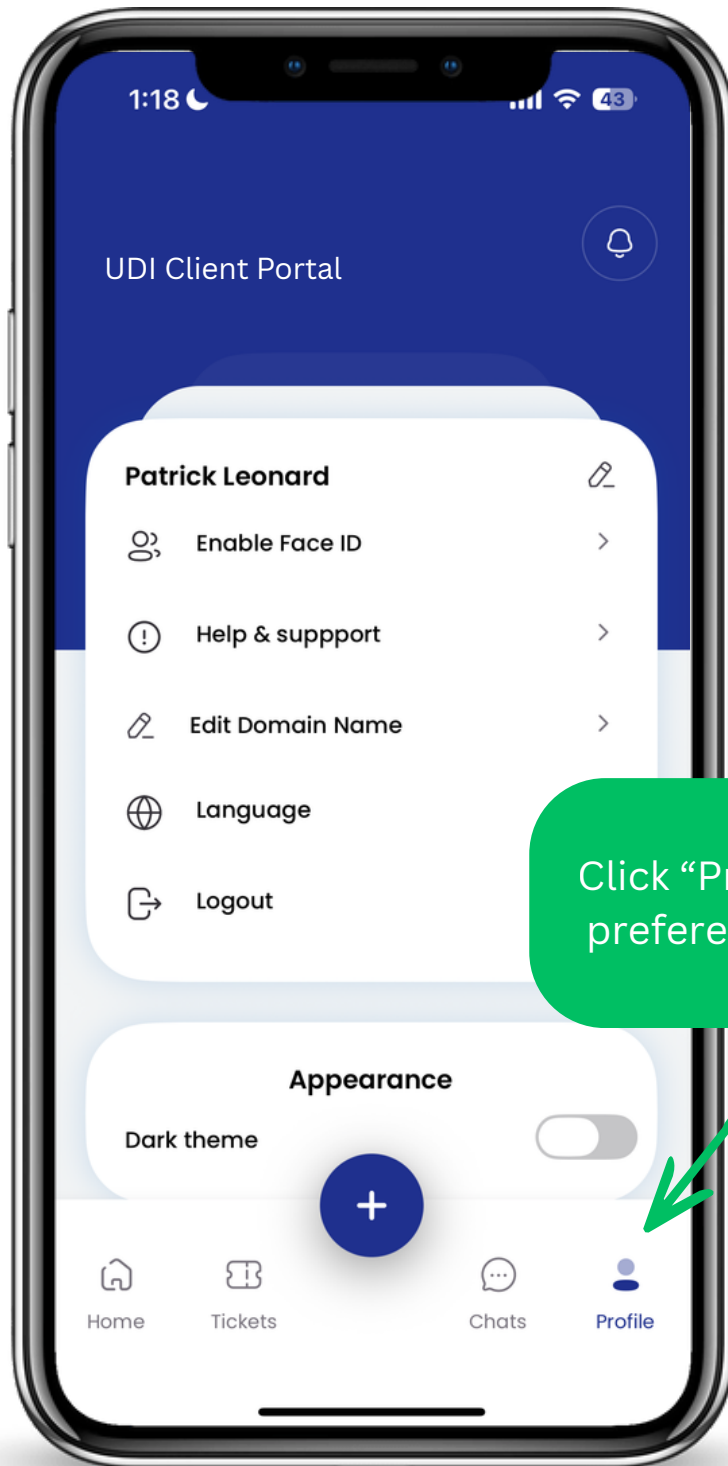
Begin describing your issue, and a technician will join the conversation as soon as they're available.

Access Ticket History



Check your ticket history
by clicking "Tickets"

Edit Your Profile



Click "Profile" to edit any preferences and details.