

Microsoft Teams Client Portal



To make verification, ticket creation, and communication with your technicians more seamless, we are introducing the Microsoft Teams Client Portal.

Within the Microsoft Teams Client Portal, you will be able to:

Verify our technicians

Be verified by your technicians

Create tickets & check statuses

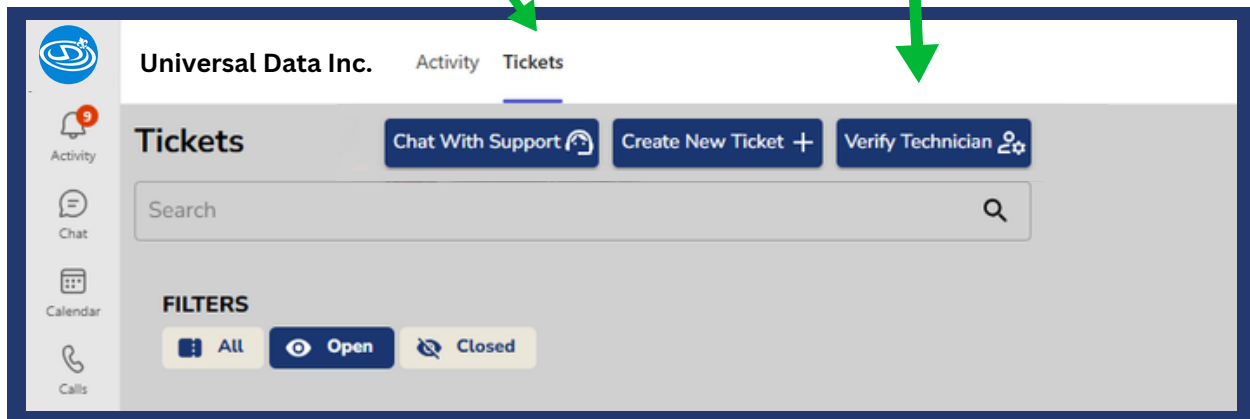
Communicate with your techs regarding tickets

Verify Your Technicians

Click “Tickets”

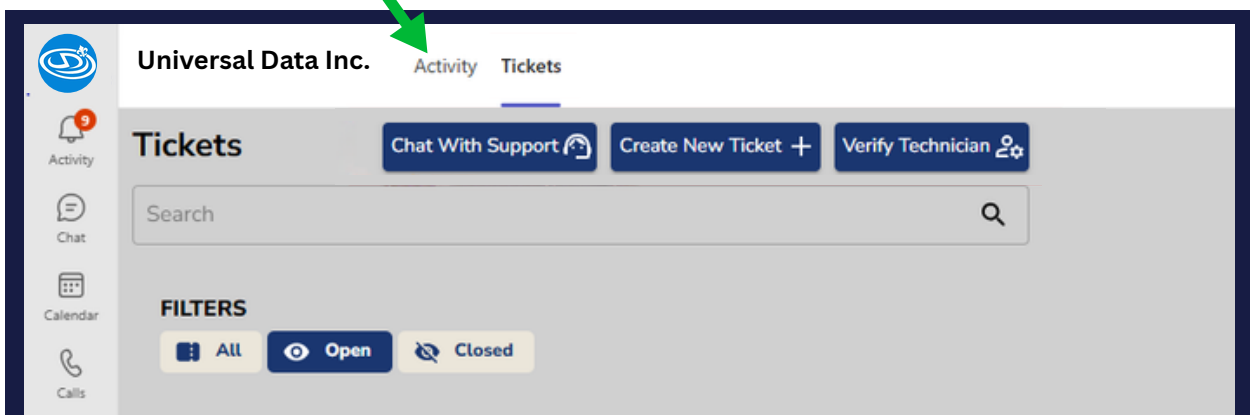
Click “Verify Technician” .

This should send a code to your technician. The technician needs to repeat the code that will pop up on your screen.



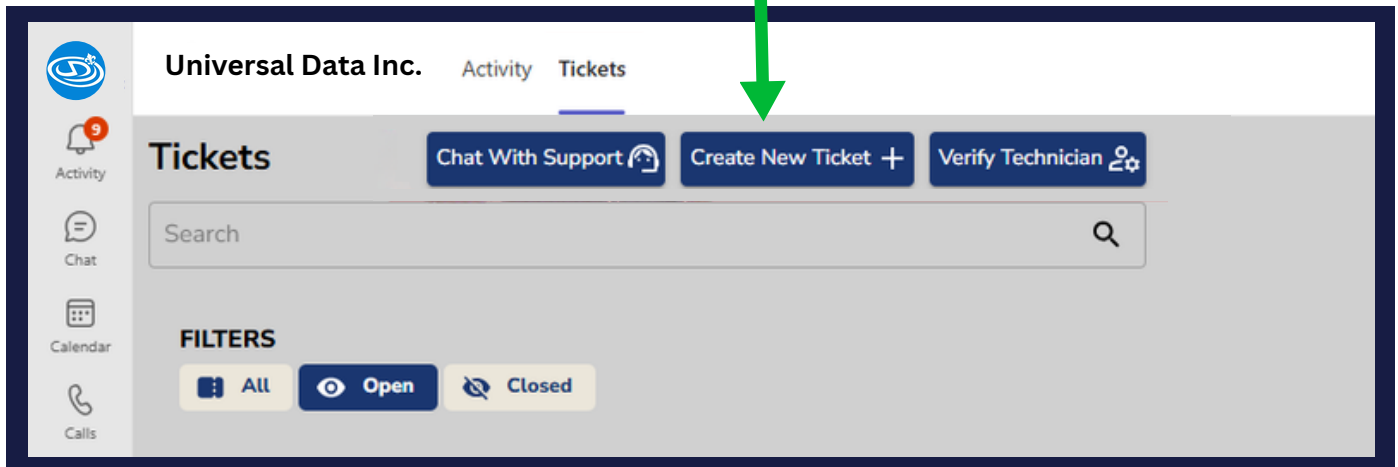
Be Verified By Your Technicians

“Click ‘Activity’ to go to a page that will either display the code you need to repeat or provide a link to click.



Create A Ticket: Teams Client Portal

Click “Create New Ticket”



This will open a templated page that asks for additional details about the issue to help our team better understand it.

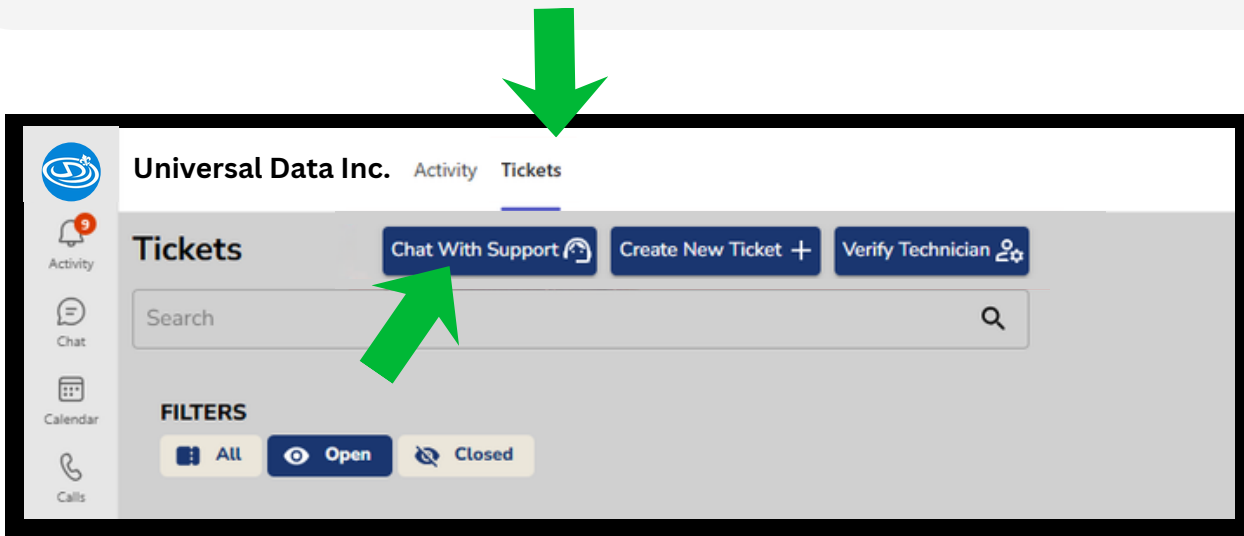
A screenshot of the 'Tickets / Create Ticket' page. The page has a breadcrumb trail 'Tickets / Create Ticket' and a 'Back' button. Below this, there are three selectable options, each in a rounded rectangle with a right-pointing chevron: 'Reset Password', 'Report Application Issues', and 'Other'.

After clicking “submit”, your ticket will automatically be sent to our team.

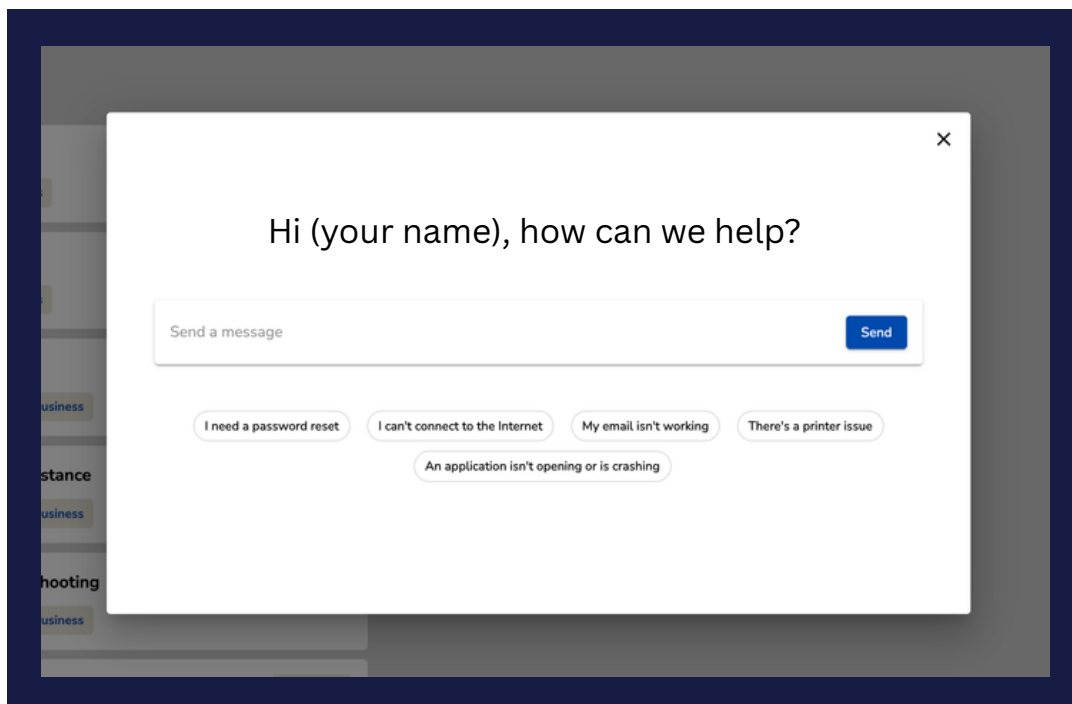
Chat With Support

Communicating with your support team is seamless.

Click **“Tickets”**, followed by **“Chat With Support”**



You'll see a pop-up with pre-written issue templates to choose from, or you can enter a custom message in the text box.



Chat With Support

Once your issue is submitted, a chat window will open.

An AI-powered assistant will start the conversation and stay engaged until a live technician becomes available.

This helps ensure the technician has all the details needed to assist you more quickly, or allows you to receive immediate troubleshooting support in the meantime.

The screenshot displays a support interface with a sidebar on the left containing navigation icons for Chat, Calendar, Blue Wolf IT, Calls, OneDrive, Copilot, Bookings, Meet, and Apps. The main area is divided into two sections. The top section, titled 'Tickets', features a search bar and a 'FILTERS' section with buttons for 'All', 'Open', and 'Closed'. Below this, a list of tickets is shown. The first ticket, titled 'I need a password reset' (ID #8360), is highlighted in blue and includes buttons for 'New (not responded)' and 'Greg's Business'. The second ticket, 'I can't connect to the Internet' (ID #8276), includes buttons for 'SMS Received' and 'Greg's Business'. The third ticket, 'Internet is down' (ID #8275), also includes buttons for 'SMS Received' and 'Greg's Business'. The bottom section of the interface shows a detailed chat window for the 'I need a password reset' ticket. It includes a header with the ticket title and ID, a status bar with buttons for '#8360', 'New (not responded)', 'Greg's Business', 'Elizabeth Klimova', 'Resolve', 'Timeline', and 'Chat'. The chat content shows a message from 'Alpha' stating: 'We're always happy to help! We endeavour to respond to any chat requests within 2 hours for normal priority issues, and within 15 minutes for escalated or high priority issues.' Below this, a message from 'Alpha' says: 'I can guide you through the basic password reset steps, but I don't have access to reset it for you. Are you comfortable going through a few troubleshooting steps?'. The chat window also shows a timestamp of '01/19/2026 03:41 pm'.

Every conversation is associated with a specific ticket.

If you have any questions about the Teams Client Portal, please contact our team.

This portal helps improve communication, streamline troubleshooting, and ensures you can complete verification steps to protect against impersonation attacks.