

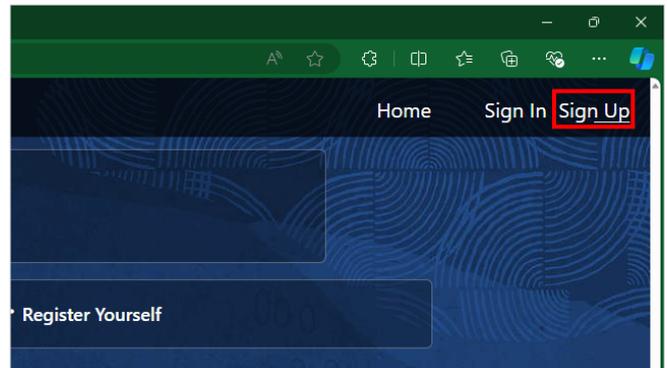
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1. Digital Customer Service Portal

Welcome to the Digital Customer Service Portal.
Please use the portal to submit a service/fault report, and to track the progress of your requests.

1.1. Register on the customer portal

Click on the **Sign Up** Link



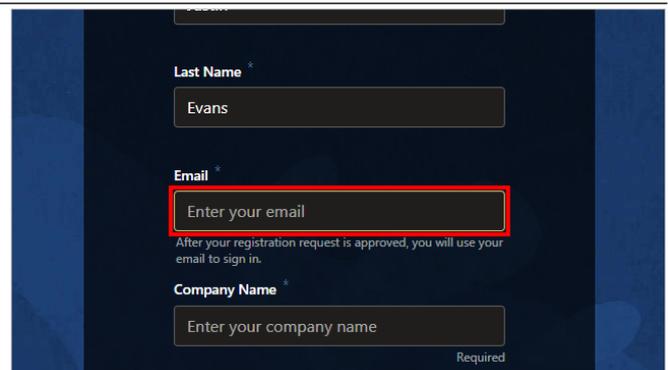
Enter your first name in the **First Name** field.



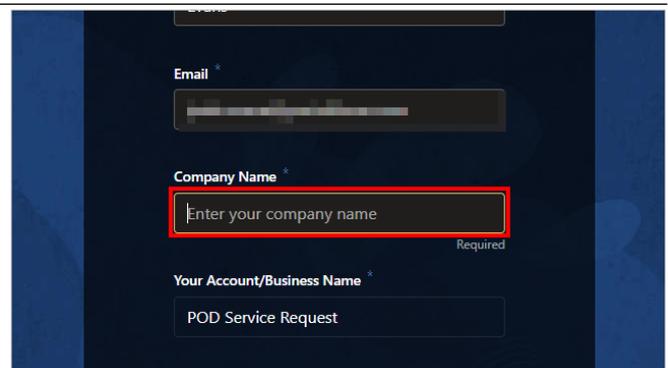
Enter your last name in the **Last Name** field.



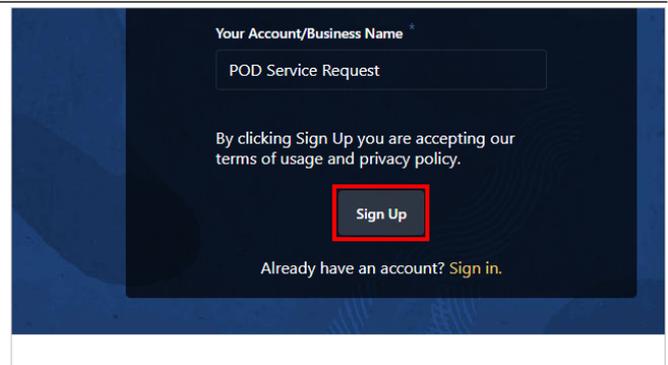
Enter your email address into the **Email** field.



Enter your company name into the **Company Name** field.
If you are a residential tenant please enter your Flat Number.



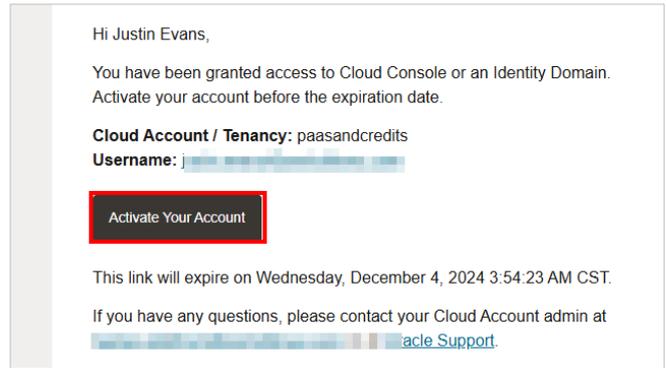
Click on the **Sign Up** button.



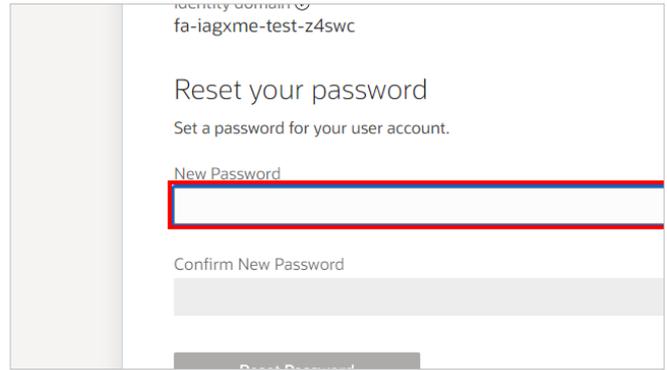
Please Note: Once you have signed up a notification will be sent to the Port of Dover to approve your registration, once this has been approved you will receive an email to activate your account.

1.1.1. **Activate your account**

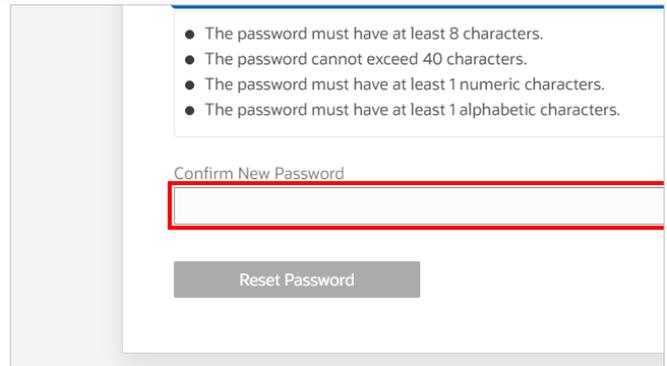
In the email you are sent click on the **Activate Your Account** button.



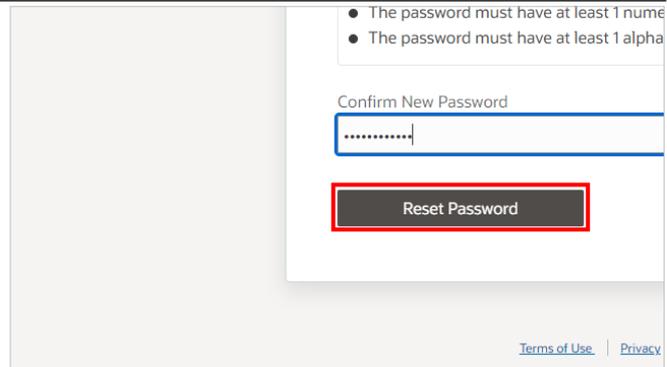
Enter your password in the **New Password** field.



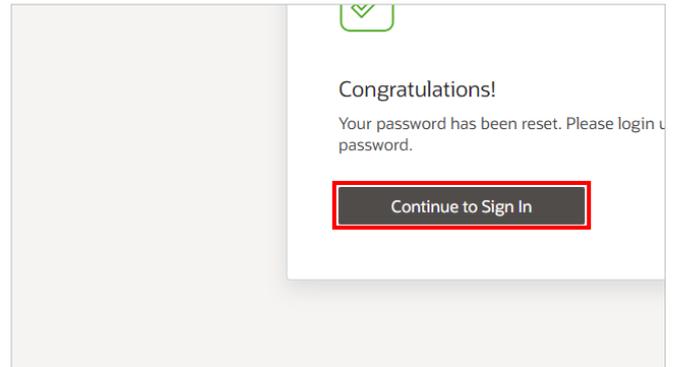
Confirm your password in the **Confirm New Password** field.



Click on the **Reset Password** button.

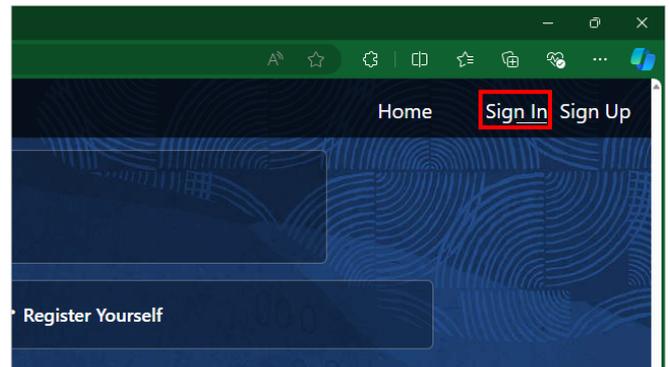


Click on the **Continue to Sign In** button.

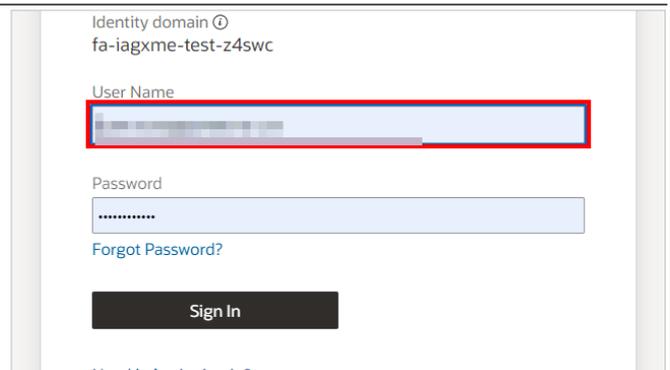


1.1.2. Sign in

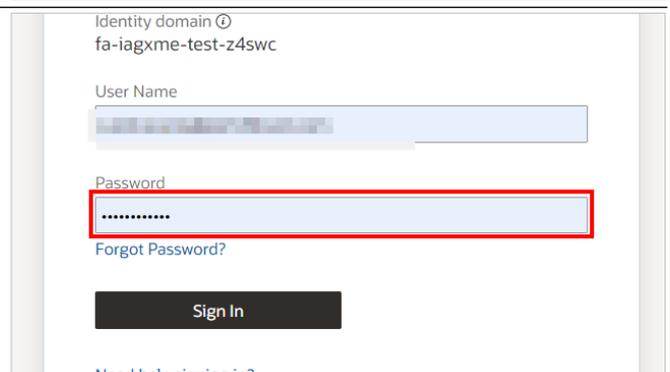
Click on the **Sign In** link



Enter your Email address into the **User Name** field.



Enter your Password into the **Password** field.



Click on the **Sign In** button



fa-iagxme-test-z4swc

User Name

Password

[Forgot Password?](#)

Sign In

[Need help signing in?](#)

1.2. Submit a Service Request

Click on **Submit a Service Request** tile.

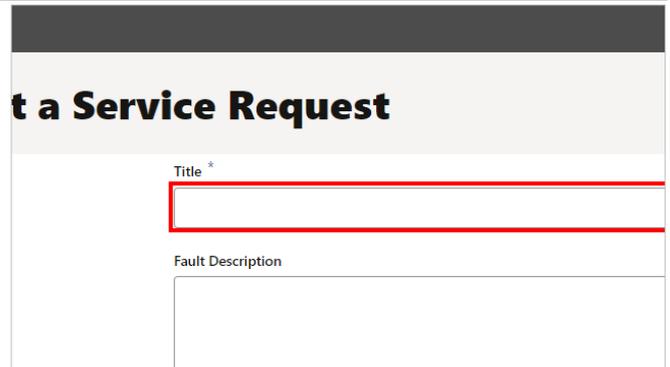


Need a helping

[e Requests](#) **Submit a Service Request** [My](#)

Popular Articles

Enter a title of the request in the **Title** field.

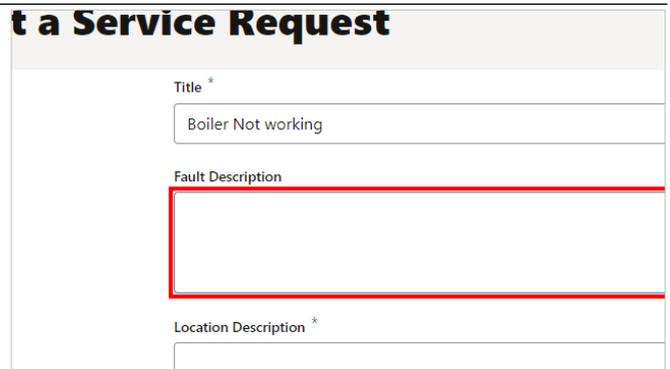


Submit a Service Request

Title *

Fault Description

Enter the description of the fault in the **Fault Description** field.



Submit a Service Request

Title *

Fault Description

Location Description *

Add the location of the fault in the **Location Description** field



Fault Description
i have no heating

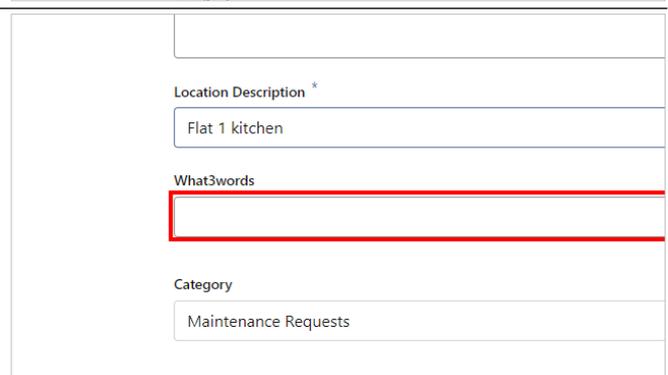
Location Description *

What3words

Category

If you know the What3words of the fault location enter this into the **What3words** field.

[What3words](#)



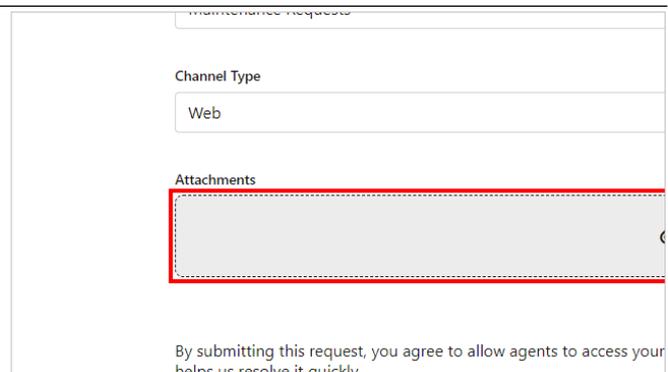
Location Description *

Flat 1 kitchen

What3words

Category
Maintenance Requests

Use the **Drop files to attach or browse** field to either drag and drop any attachments or click in the field to open the file explorer to search for your attachment.

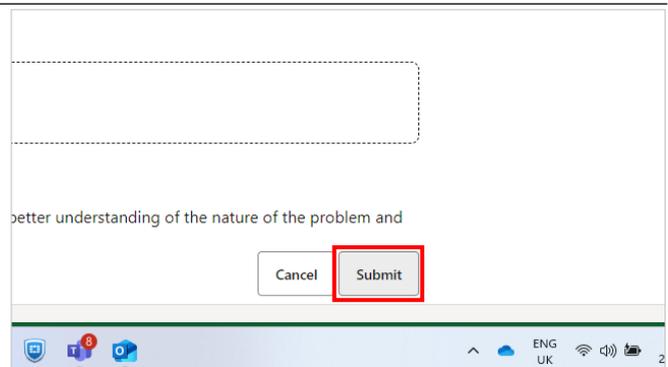


Channel Type
Web

Attachments

By submitting this request, you agree to allow agents to access your helps us resolve it quickly.

Click on the **Submit** button.



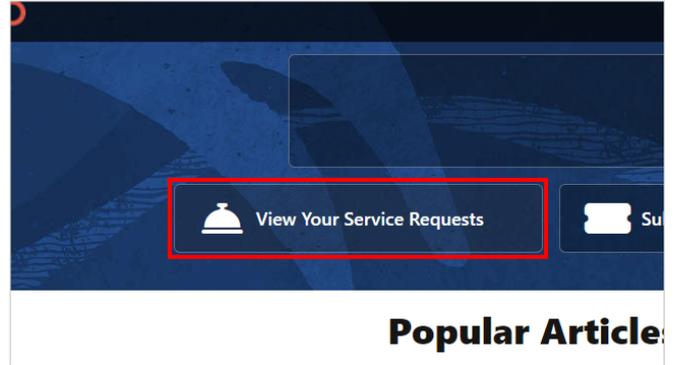
better understanding of the nature of the problem and

Cancel Submit

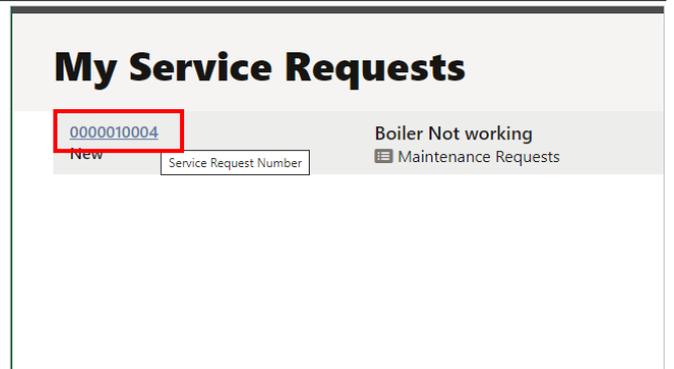
ENG UK

1.2.1. View Your Service Requests

On the home screen click on the **View Your Service Requests** tile.

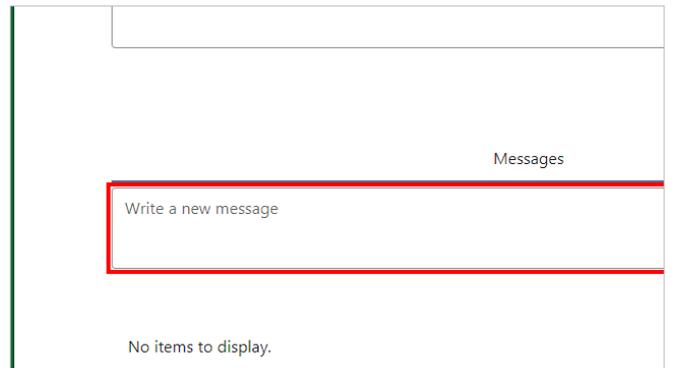


Click on the number of the Request you would like to view.

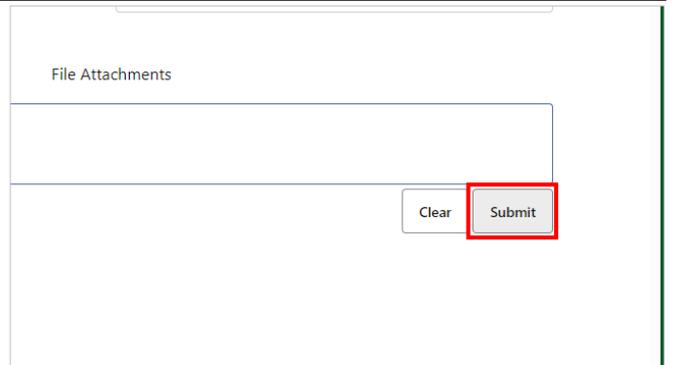


1.2.1.1. Send a message

To send a message to those who are managing your request, enter your message in to the **Messages** field.



Click on the **Submit** button



All message from you or from the port will be shown at the bottom of the screen.

Write a new message

4 seconds ago
[Redacted] commented on the service request
Can't have an update on this

1.2.1.2. Edit request details.

Use the **Title** and the **Fault Description** field to edit the details.

Service Request Details

Title *
Boiler Not working

Fault Description
i have no heating

Click on the **Save** button

Last Updated
14 seconds ago
Last Update by
FUSION_APPS_CRM_ESS_APPID

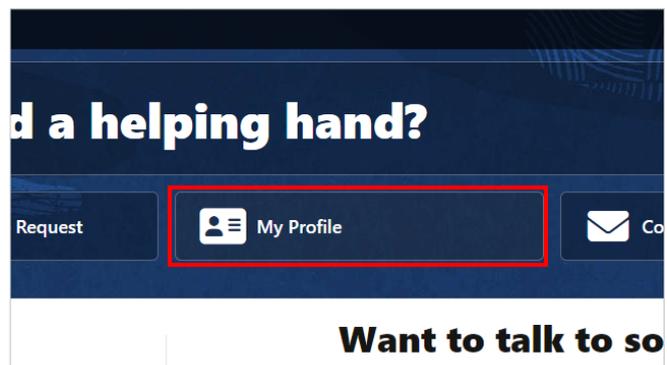
Actions ▼ | Cancel | **Save**

Category
Maintenance Requests

Location Description

1.3. Edit My Profile

On the home screen click on the **My Profile** tile.



You can add your address by clicking on the **Add an address** link.



Contact Information

Address Work Phone

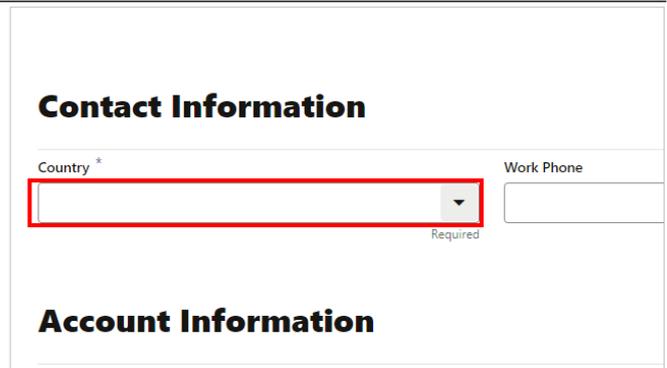
[+ Add an address](#)

Account Information

Account Roles

POD Service Request User

Use the drop down to choose your country.



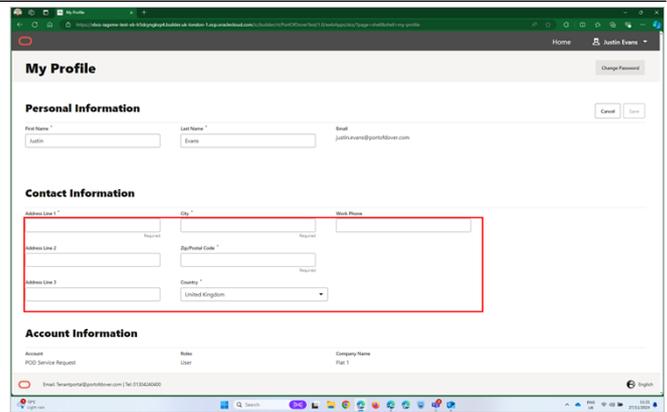
Contact Information

Country * Work Phone

Required

Account Information

Use the fields in the form to add your address details.



My Profile Change Password

Personal Information Cancel Save

First Name * Last Name * Email

Contact Information

Address Line 1 * City * Work Phone

Address Line 2 Zip/Postal Code *

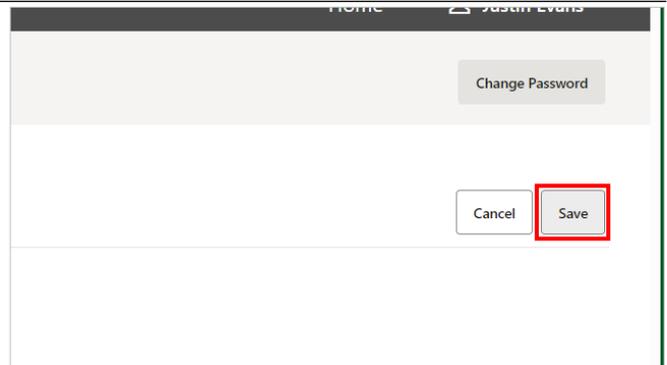
Address Line 3 Country *

Account Information

Account Role Company Name

Email: justinevans@portofdover.com | M: 01323420000

Click on the **Save** button.



My Profile Change Password

Personal Information Cancel Save

First Name * Last Name * Email

Contact Information

Address Line 1 * City * Work Phone

Address Line 2 Zip/Postal Code *

Address Line 3 Country *

Account Information

Account Role Company Name

Email: justinevans@portofdover.com | M: 01323420000