TeamLogicIT
Your Technology Advisor

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:

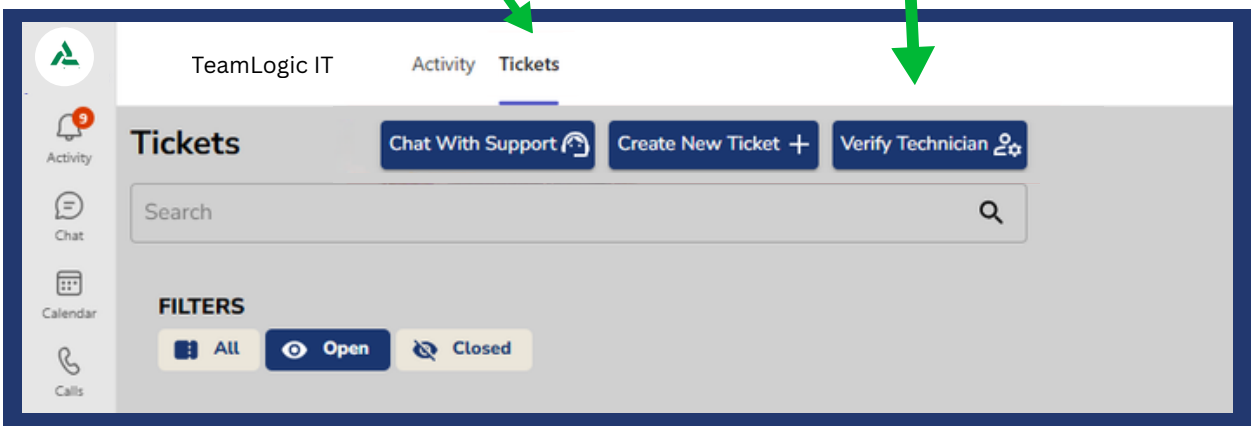
- Verify our technicians
- Be verified by your technicians
- Create tickets & check statuses
- Communicate with your techs regarding tickets

Verify Your Technicians

Click “Verify Technician” .

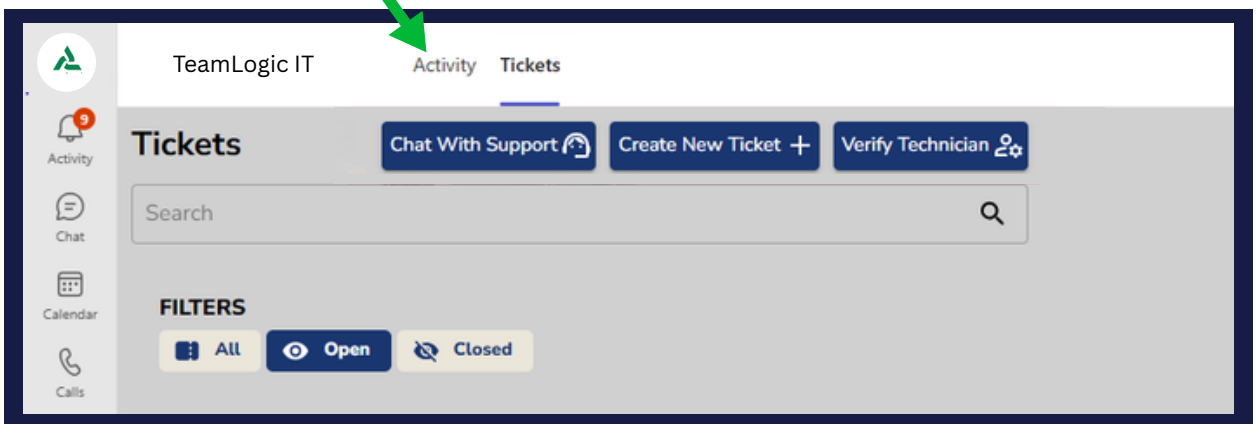
This should send a code to your technician. The technician needs to repeat the code that will pop up on your screen.

Click “Tickets”



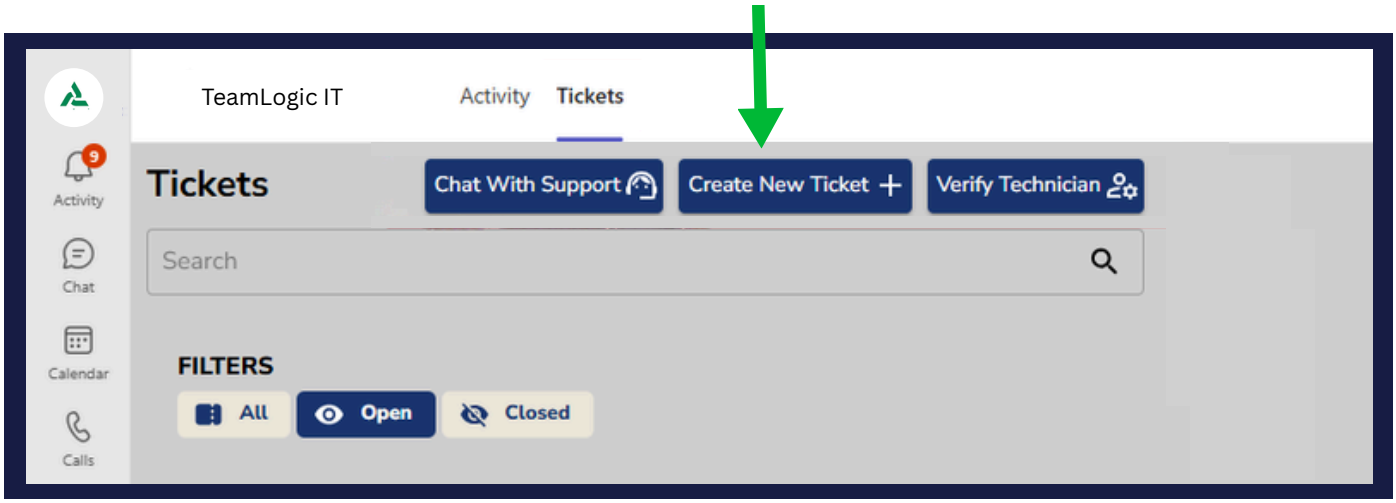
Be Verified By Your Technicians

“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.

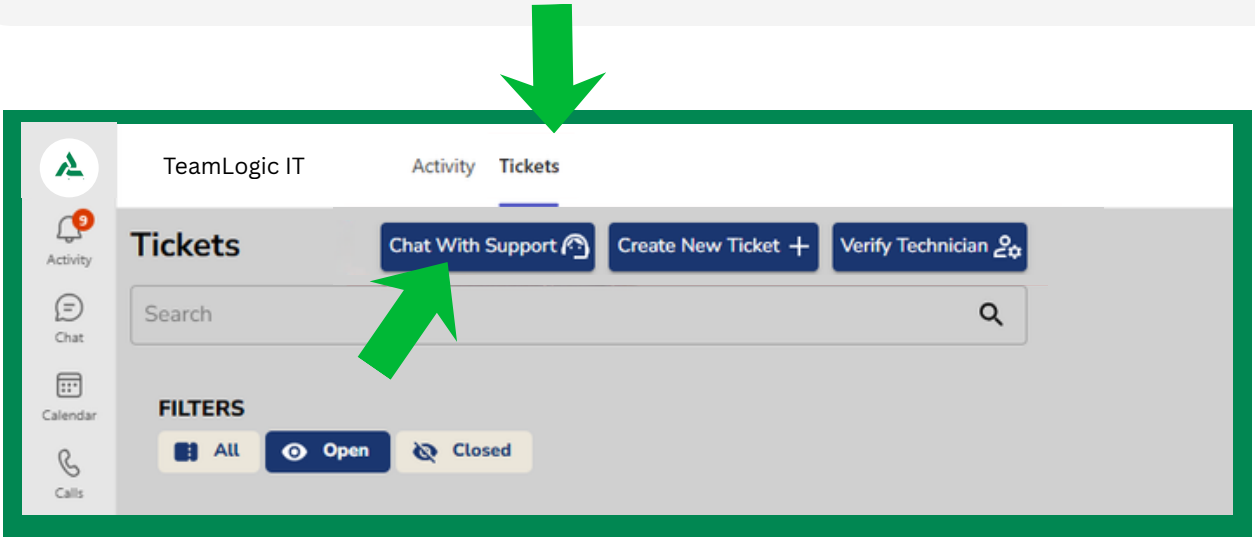


After clicking “submit”, your ticket will automatically be sent to our team.

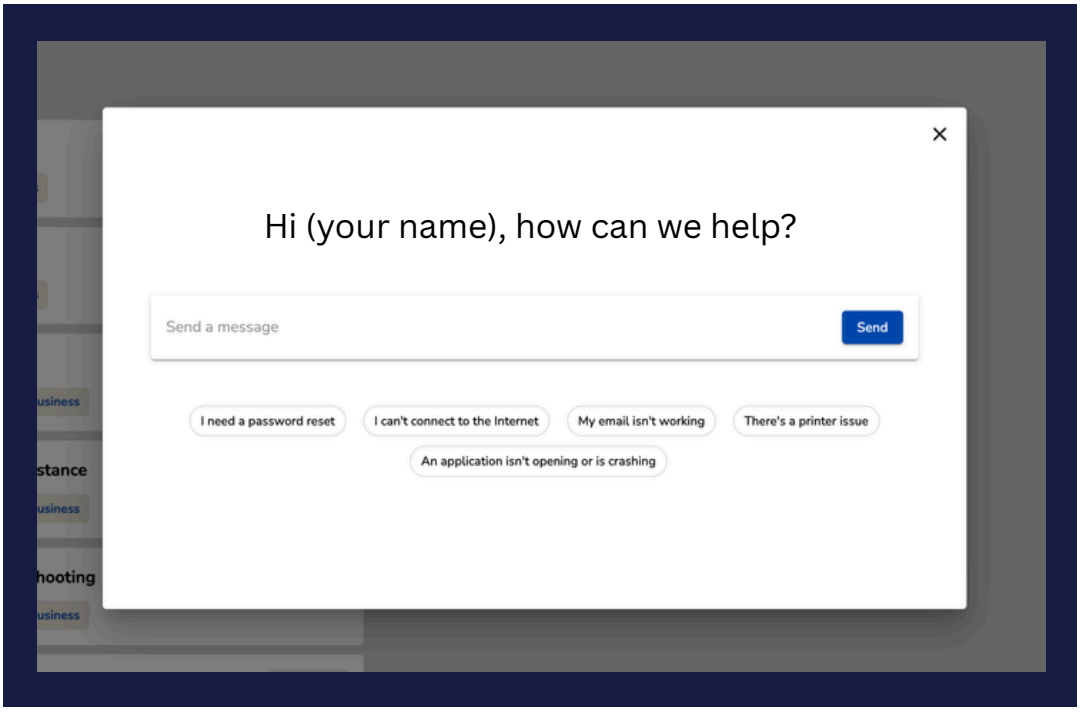
Chat With Support

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.

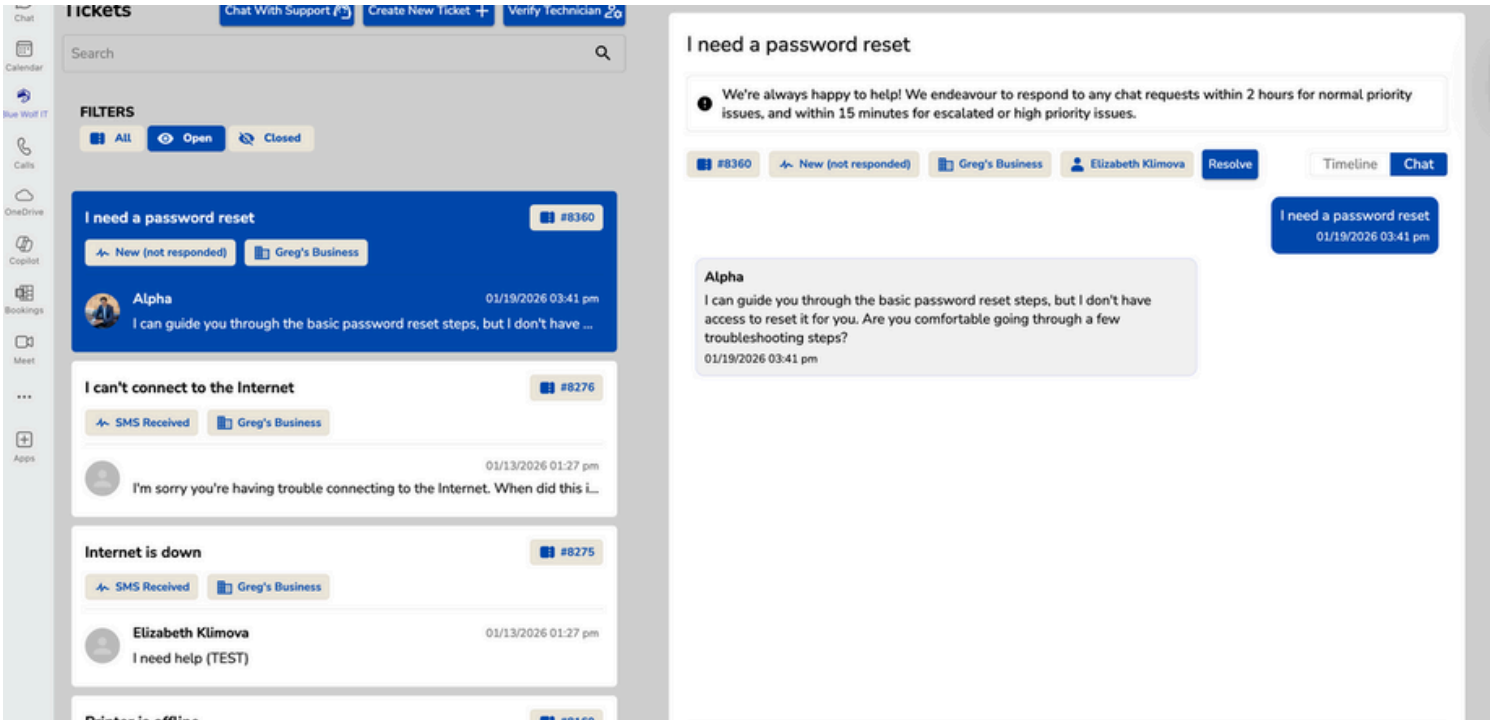


Chat With Support

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.



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.