

CUSTOMER SUPPORT PORTAL USER MANUAL

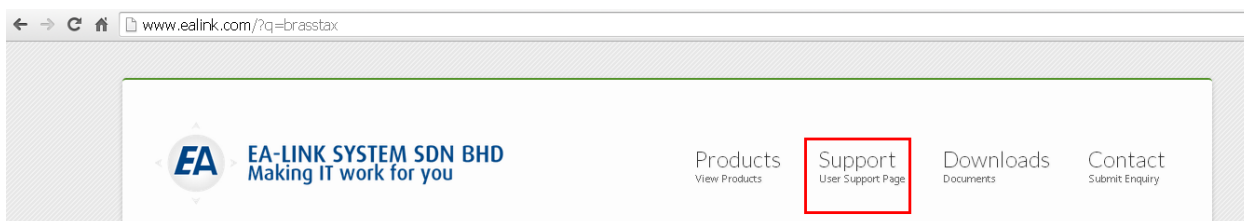
CONTENT

Chapter	Page
CHAPTER 1: LOGIN	
1.0 Login	3
1.1 Reset Password	4
CHAPTER 2: MY DETAILS	
2.0 My Details	7
2.1 Contacts/Sub-Accounts	8
2.2 Add New Contact	10
2.3 Change Password	10
2.4 Security Setting	11
CHAPTER 3 : MY PRODUCTS & SERVICES	
3.0 My Products & Services	12
3.1 Products Detail	13
CHAPTER 4: MY QUOTES	15
CHAPTER 5: MY INVOICES	16
CHAPTER 6: MY SUPPORT TICKETS	
6.0 Support Tickets List	18
6.1 Support Ticket Detail	19
6.2 Close/Reply Ticket	20
CHAPTER 7: MY EMAILS	21
SUMMARIZATION	22

CHAPTER 1: LOGIN

1.0 Login

Login to the page www.ealink.com and click on Support



You will get the page below. This is the main page for Customer Support Portal. To login to the system, Click on the Client Area option on the page



To login use the user id and password that have been mailed to you separately. You are **STRONGLY** advice to change the password after you login to the system.

BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads

Client Area
You are here: [Portal Home](#) > [Client Area](#)

You must login to access this page. These login details differ from your websites control panel username and password.

Email Address:

Password:

☐ Remember Me

Forgotten Your Password? [Request a Password Reset](#)

Once successfully login, you will see your personalized page with links to all the details relating to your account. In the remaining chapter below, we will show you how to use the system to access the information at your convenience.

BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: [Portal Home](#) > [Client Area](#)

[Home](#) [My Details](#) [My Products & Services](#) [My Quotes](#) [My Invoices](#) [My Support Tickets](#) [My Emails](#)

Your Details

Aiza (EA-LINK SYSTEM SDN BHD)
62-05, Block B, 2nd Floor, SME Technopreneur Center (SME 1), 2270 Jalan Usahawan 2, Cyberjaya, Selangor, 63000 Malaysia
aiza_04@yahoo.com

[Update Your Details](#)
Please ensure your details are always kept up to date

Quick Links

[Place New Order](#) [My Invoices \(0\)](#)
[My Services \(10\)](#) [My Tickets \(2\)](#)
[My Quotes \(0\)](#) [My Emails](#)

(Number in brackets indicates number of active items)

Current Due Balance: RM0.00
Account Credit Balance: RM0.00

Quick Jump My Services: My Domains:

[2 Open Support Tickets \(Submit Ticket\)](#)

Date	Subject	Status	Urgency
------	---------	--------	---------

1.1 Reset Password

- If you forget your password, click on Request a Password Reset.
- You will be required to enter the email address that you have registered with us for validation. If you have previously set a security question under Security Setting (refer to **2.4 Security Setting**) for added security, you will also be prompted to provide the correct answer to the security question.




Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads

[Lost Password Reset](#)
 You are here: [Portal Home](#) > [Client Area](#) > [Lost Password Reset](#)

If you have forgotten your password, you can reset it here. When you fill in your registered email address (and answer your account security question if set), you will be sent instructions on how to reset your password.

Email Address:

- iii. If the security details are valid and your request is successfully send to our system, a confirmation message is displayed you will see a confirmation message as per below.



Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads

[Lost Password Reset](#)
 You are here: [Portal Home](#) > [Client Area](#) > [Lost Password Reset](#)

Validation Email Sent

The password reset process has now been started. Please check your email for instructions on what to do next.

- iv. To reset the password you will need to login to the email account as per step 1.1 for your verification mail. Open the mail and click on the link provided in the mail.

EA-Link System Sdn Bhd 1:47 PM (8 minutes ago) ☆ ↶

to me ▾

[EA-Link System Sdn Bhd](#)

Dear mr key

Recently a request was submitted to reset your password for our client area. If you did not request this, please ignore this email. It will expire and become useless in 2 hours time.

To reset your password, please visit the url below:
<http://98.130.128.53/whmcs/pwreset.php?key=b8545485807d123d4a30640ca220b82>

When you visit the link above, you will have the opportunity to choose a new password.

- v. Key in your new password and click Save Changes.



Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads

[Lost Password Reset](#)
 You are here: [Portal Home](#) > [Client Area](#) > [Lost Password Reset](#)

Lost Password Reset

Please enter your desired new password below.

New Password

Confirm New Password

- vi. When you see the confirmation message below, you have successfully changed your password.

Lost Password Reset

Password Reset Successful

Your password has now been reset. [Click here](#) to continue to the client area...

CHAPTER 2: MY DETAILS

Go to My Details to change any of your personal details such as password, company detail, manage contact(s) and security setting.

2.0 My Details

You may edit the company profile that we setup initially.

BRASSTAX
Customer Support

Portal Home | Client Area | Announcements | Knowledgebase | Support Tickets | Downloads | Logout

Client Area
You are here: Portal Home > Client Area > My Details

Home | My Details | My Products & Services | My Quotes | My Invoices | My Support Tickets | My Emails

My Details | Contacts/Sub-Accounts | Add New Contact | Change Password | Security Settings

My Details

First Name: Aliza
Last Name:
Company Name: EA-LINK SYSTEM SDN BHD
Email Address: emaiza_04@yahoo.com
Address 1: B2-05, Block B, 2nd Floor
Address 2: 2270 Jalan Usahawan 2
City: Cyberjaya
State/Region: Selangor
Zip Code: 63000
Country: Malaysia


Column		Description
First Name	:	Enter the first name of the main person in charge. This is the name that will appear in all invoices and correspondences
Last Name	:	Enter the surname name of the main person in charge.
Company Name	:	Enter the name of the company. This is the name that will appear in your invoice.
Email Address	:	Enter the main email address to be used for all correspondences with us. This mail address is also the user id to login to our Customer Support system.
Address 1, Address 2, Zip Code, City, State/Region, Country	:	Enter the address of the company. This is the address that will appear in your invoice and all mail correspondences.
Phone Number	:	Enter the phone number of the company
Payment Method	:	Select the type of payment method that will be used to arrange payment. There is 3 option : <ul style="list-style-type: none"> a. Use Default (Set per Order). By default system will set to Bank Transfer

		b. Bank Transfer (if you bank in/transfer in the payment for us) c. Mail In Payment (if you post/courier/delivered the cheque to us)
Default Billing Contact	:	By default all invoices will be addressed to the Main person in charge (under First and Last Name above). However if you wish to have invoices addressed to an alternate person e.g. someone from the accounts department, you may then select the person as the default billing contact. To select an alternate person you must have already setup the person as a Billing Contact under the Contacts/Sub-Accounts module.
Newsletter Opt-out	:	Tick the checkbox if you did not want to subscribe to our newsletter. If possible remove this from the page since we do not have any newsletter. Put it in once we are offering newsletter
Fax	:	This is the fax no of the company.
Alternate Name	:	Enter an alternate name company (if any). The alternate name is ONLY used as an alternate name to search for your company. If the Company Name provided above is the name of the Tax Firm, you may want to entered the name of the Audit Firm so that when the audit staff called us for support, you can locate your company using either the name of the Tax firm or audit firm.

Button		Function
Save Changes	:	Save the changes made.
Cancel Changes	:	Undo the changes made.

2.1 Contacts/Sub-Accounts

Go to Contact/Sub-Accounts module to setup additional contact person for correspondences purposes or to setup additional sub-accounts to access our Customer Support system.



BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: Portal Home > Client Area > My Details > Contacts/Sub-Accounts

Home My Details My Products & Services My Quotes My Invoices My Support Tickets My Emails

My Details | Contacts/Sub-Accounts | Add New Contact | Change Password | Security Settings

Contacts/Sub-Accounts

Choose Contact: saya - foo@foo.com ▼

First Name: Leong
 Last Name: Fatt
 Company Name: EA LINK SYSTEM SDN BHD
 Email Address: leong@ealink.com
 Address 1: B2-05 SME Technopreneu
 Address 2: 2270 Jalan Usahawan 2,
 City: Cyberjaya
 State/Region: Selangor
 Zip Code: 63000
 Country: Malaysia
 Phone Number: 03-83156020
 Activate Sub-Account: ☒ Tick to configure as a sub-account with client area access

Column		Description
First Name	:	Enter the first name of the others contact person
Last Name	:	Enter the surname of the others contact person
Company Name	:	Enter the name of the company name. This will be used as your billing purpose.
Email Address	:	Enter the email address of the others contact
Address 1, Address 2, Zip Code, City, State/Region, Country	:	Enter the address of the company. This will be used as your billing purpose and your mailing contact.
Phone Number	:	Enter the phone number of the company.
Activate Sub-Account	:	Tick the check box if you want the other contact person to have login access to our Customer Support System.
Password (<i>only available if activate Sub-Account is tick</i>)	:	Enter the password to be used by the other contact person
Confirm Password (<i>only available if activate Sub-Account is tick</i>)	:	Enter the same password that you key in under Password to confirm that you have entered the password correctly.
Modify Master Account Profile(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to modify Master Account. Master Account refers to the detail under My Details.
View & Manage Contacts(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to modify View & Manage Contacts. View & Manage Contacts refers to details under Contacts/Sub-Accounts.
View Product & Services(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to View Product & Services. (<i>refer to Chapter 3: My Products & Services to see what is available inside there</i>)
View & Pay Invoices(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to View & Pay Invoices. (<i>refer to Chapter 5: My Invoices to see what is available inside there</i>)
View & Open Support Tickets(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to View & Open Support Tickets. (<i>refer to Chapter 6: My Support Tickets to see what is available inside there</i>)
View Emails(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to View Emails that sent from the system. (<i>refer to Chapter 7: My Emails to see what is available inside there</i>)
Place New Order/Upgrade/Cancellation(<i>only available if activate Sub-Account is tick</i>)	:	Tick the check box if you allow the other contact person to Place New Order/Upgrade/Cancellation. (<i>refer to Chapter 3: My Products & Services to see what is available inside there</i>)
General Email	:	Tick the check box if you allow the other contact person to receive general mail including on general announcement & password reminders.
Products Email	:	Tick the check box if you allow the other contact person to receive products mail including any email regarding products such as Order Confirmation Mail, Product Welcome Mails etc.
Invoices Email	:	Tick the check box if you allow the other contact person to receive invoices mail including any email regarding invoices such

		as Customer Invoice, Invoice Reminder etc.
Support Email	:	Tick the check box if you allow the other contact person to receive support mail including any email regarding support such as updating ticketing etc.

Button		Function
Save Changes	:	Save the changes made.
Cancel Changes	:	Undo the changes made.
Delete Contact	:	Delete selected contact.

2.2 Add New Contact

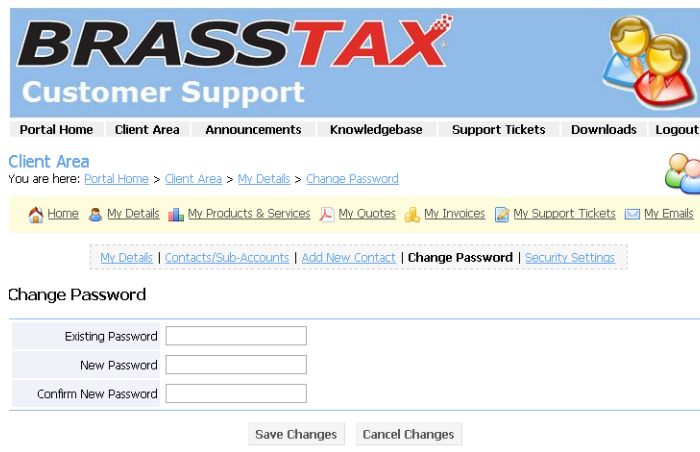
You can add as many other contact person as you want.

The screenshot shows the BRASSTAX Customer Support portal. The header includes the BRASSTAX logo and navigation links: Portal Home, Client Area, Announcements, Knowledgebase, Support Tickets, Downloads, and Logout. Below the header, there's a breadcrumb trail: You are here: Portal Home > Client Area > My Details > Add New Contact. The main content area is titled 'Add New Contact' and contains a form with the following fields: First Name, Last Name, Company Name, Email Address, Address 1, Address 2, City, State/Region, Zip Code, and Country (a dropdown menu currently showing Malaysia). Below the form, there are two checkboxes: 'Activate Sub-Account' (with a note 'Tick to configure as a sub-account with client area access') and 'General Emails - General Announcements & Password Reminders'.

Please refer to 2.1 **Contacts/Sub-Accounts** to get the explanation on the columns and button that provided for explanation on the details.

2.3 Change Password

You can change your current password.



BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: Portal Home > Client Area > My Details > Change Password

Home My Details My Products & Services My Quotes My Invoices My Support Tickets My Emails

My Details | Contacts/Sub-Accounts | Add New Contact | Change Password | Security Settings

Change Password

Existing Password	<input type="password"/>
New Password	<input type="password"/>
Confirm New Password	<input type="password"/>

Save Changes Cancel Changes

Column		Description
Existing Password	:	Enter the current password that is used to login to Customer Support Portal.
New Password	:	Enter the new password that you want to use to login to Customer Support Portal.
Confirm New Password	:	Enter the same new password that you want to use to login to Customer Support Portal.

Button		Function
Save Changes	:	Save the changes made.
Cancel Changes	:	Undo the changes made.

2.4 Security Setting

Go to Security Setting to select a question that will be used to verify that you are the one that is requesting to reset your password should you forget your password. This is optional but it provides an added level of security check to avoid unauthorized access and changes to your account. (**Refer to 1.1 Reset Password**)



BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: Portal Home > Client Area > My Details > Security Settings

Home My Details My Products & Services My Quotes My Invoices My Support Tickets My Emails

My Details | Contacts/Sub-Accounts | Add New Contact | Change Password | Security Settings

Please choose a security question
What was the house number and street name you lived in as a child? ▾

Please enter an answer

Please confirm your answer

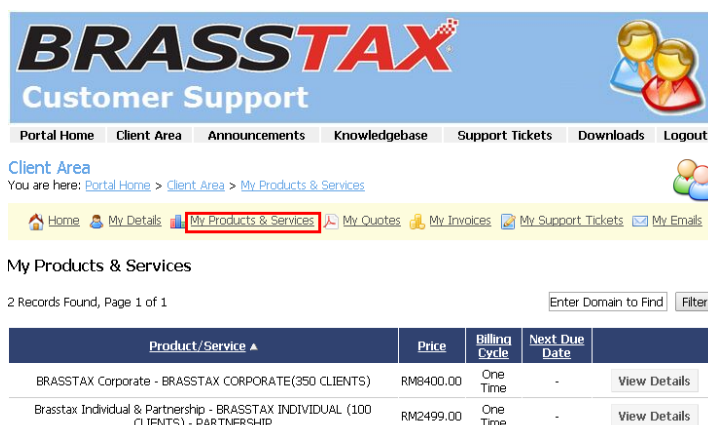
Save Changes Cancel

CHAPTER 3: MY PRODUCTS & SERVICES

Go to My Products & Services to view information relating to the list of products that are licensed to use. You will also be able to generate or view your product activation key if you have valid product maintenance.

3.0 My Products & Services

Show the list of products that are licensed to use.



BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: Portal Home > Client Area > My Products & Services

Home My Details **My Products & Services** My Quotes My Invoices My Support Tickets My Emails

My Products & Services

2 Records Found, Page 1 of 1

Product/Service ▲	Price	Billing Cycle	Next Due Date	
BRASSTAX Corporate - BRASSTAX CORPORATE(350 CLIENTS)	RM8400.00	One Time	-	View Details
Brasstax Individual & Partnership - BRASSTAX INDIVIDUAL (100 CLIENTS) - PARTNERSHIP	RM2499.00	One Time	-	View Details

Column		Description
Product/Services	:	The list of products that are licensed to use.
Price	:	The license cost of the product or the annual maintenance cost of the product.
Billing Cycle	:	License maintenance is on an Annual basis.
Next Due Date	:	Anniversary date of the annual license renewal

Button		Function
View Details	:	To view the details for each product

3.1 Products Detail




Show the details of product that purchased.

Product Details

Registration Date:	18/10/2006
Product/Service:	BRASSTAX Corporate - BRASSTAX CORPORATE(350 CLIENTS)
Payment Method:	Bank Transfer
First Payment Amount:	RM8400.00
Recurring Amount:	RM0.00
Next Due Date:	-
Billing Cycle:	One Time
Status:	Active
Product Licensed to:	LIM SIN HIN TAXATION SERVICES SDN BHD
Machine Finger Print:	1CD6-4A68
Year for Tax rule:	2014
Product Key:	000003-10FVBV-UYXBC6-YZZFJT-4G1XEV-M16GQE-TQNXBR-N5FH6V-17M26D-DWCF6E

[If you have any issue related to your key, click here and raise a ticket to us](#)

» Downloads

Download:	 BT DIRECT 2013 V2.5.0.0
Description:	
Download:	 BT DIRECT 2014
Description:	
Download:	 BRASSTAX CORPORATE V1.85.5.0
Description:	

Maintenance	Pricing	Next Due Date
BRASSTAX CORPORATE - MAINTENANCE (350 CLIENTS)	RM1260.00 Annually	17/01/2015

Column		Description
Registration Date	:	Original purchase date of the product.
Product/Service	:	Name/description of the product that is licensed to use.
Payment Method	:	Selected method of payment when arranging payment for the product. This can be changed under My Detail. (<i>refer to Chapter 2.0 for details/changes</i>)
First Payment Amount	:	Licensing cost based on the number of clients licensed for the product.
Next Due Date	:	Licensing cost is a one-off cost paid at the time of purchased or upgrade.
Billing Cycle	:	Licensing cost is a One Time payment made at the time of purchase or upgrade.
Status	:	Current status of product: <ul style="list-style-type: none"> a. Active: If the maintenance license of the product is still valid. b. Suspended: If the maintenance license of the product is has expired. c. Terminated: If the maintenance license of the product is terminated.
Product Licensed To	:	Name of the company that is license to use the product. (<i>to change this, please contact us at 03-83156020</i>)
Machine Finger Print	:	The product is licensed against the machine finger print/hardware finger print of the server that the product is installed into. <i>If it is not same or you see as blank, please call us at 03-83156020</i>

Year for Tax Rule	:	The Year of Assessment that the product is licensed for. E.g. 2014 means product is licensed for up to 2014 year of assessment
Product Key	:	The license key issued for the product
Download	:	The latest version of the Product that is available for download. You will only be able to download if your maintenance license is Active. Refer to the Status
Maintenance	:	Name of the products under maintenance license
Pricing	:	The annual maintenance fee payable for the .
Next Due Date	:	The expiry date of the annual maintenance for the product.

Button/Link		Function
Generate Key	:	To generate the Activation Key when every new Year Assessment was introduced. <i>(only applicable if the Activation Key for particular YA is not generated yet)</i>
Link that ask you to raised a ticket (please refer the image above)	:	Click to raise a ticket to support team due to problem with Activation Key that has been issued.

CHAPTER 4: MY QUOTES

Go to My Quotes to view/download quotations that have been previously requested.

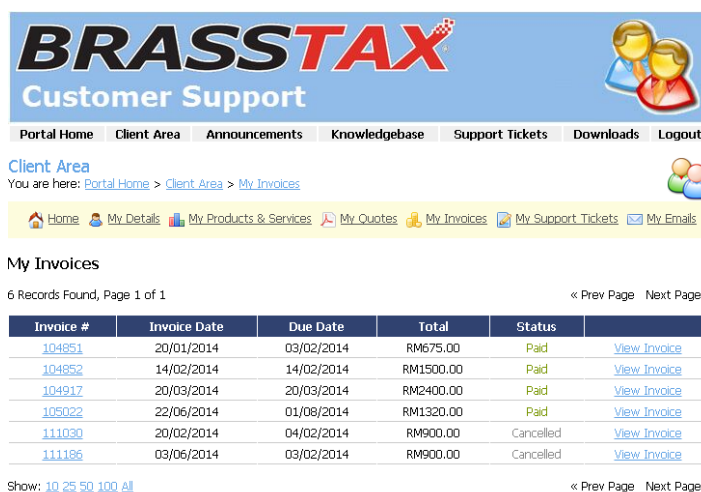


Column		Description
#number (eg: #31)	:	Reference number of each quotation.
Description (eg: BT DIRECT 2014 PREMIUM)	:	Name/description of each quotation.
Date Created	:	Date quotation raised for each quotation.
Valid Until	:	Expiry date of each quotation.
Status (eg: [Accepted])	:	Current status of each quotation: <ul style="list-style-type: none"> a. Accepted: If the request for quotation was accepted by us. b. Delivered: If the request for quotation has been processed by us.

Link		Function
Download	:	To download a copy of the quotation.

CHAPTER 5: MY INVOICES

Go to My Invoices to view and download the list of invoices.



BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Client Area
You are here: [Portal Home](#) > [Client Area](#) > [My Invoices](#)

[Home](#) [My Details](#) [My Products & Services](#) [My Quotes](#) [My Invoices](#) [My Support Tickets](#) [My Emails](#)

My Invoices

6 Records Found, Page 1 of 1 < Prev Page Next Page >

Invoice #	Invoice Date	Due Date	Total	Status	
104851	20/01/2014	03/02/2014	RM675.00	Paid	View Invoice
104852	14/02/2014	14/02/2014	RM1500.00	Paid	View Invoice
104917	20/03/2014	20/03/2014	RM2400.00	Paid	View Invoice
105022	22/06/2014	01/08/2014	RM1320.00	Paid	View Invoice
111030	20/02/2014	04/02/2014	RM900.00	Cancelled	View Invoice
111186	03/06/2014	03/02/2014	RM900.00	Cancelled	View Invoice

Show: [10](#) [25](#) [50](#) [100](#) [All](#) < Prev Page Next Page >

Column		Description
Invoice #	:	The reference number of each Pro Forma or original Invoice that has been issued.
Invoice Date	:	The date created of each Pro Forma or original Invoice that has been issued.
Due Date	:	The due date of each Pro Forma or original Invoice that has been issued.
Total	:	The total amount of each Pro Forma or original Invoice that has been issued.
Status	:	<p>The status of each Pro Forma or original Invoice that has been issued:</p> <ul style="list-style-type: none"> a. Paid: If the Invoice has been paid b. Cancelled: If the Pro Forma Invoice has been cancel by support team upon the request. c. Unpaid: If the Pro Forma Invoice is still pending. d. Refunded: If there is a refund amount from the particular Invoice.

Link		Function
View Invoice	:	To view the selected Pro Forma or original Invoice that has been issued.

NOTED:

- I. Pro Forma Invoice for Brasstax Renewal Maintenance will be automatically generated by the system 2 weeks before the expiry date. It will be email to the email address that is registered under My Details. (refer to Chapter 2: My Details for more detail)*
- II. 1 week before the Pro Forma Invoice is due or if the invoice is overdue, you will receive a reminder email from us.*
- III. Upon payment of the invoice, please fax to 03-83156021 or email to support@ealink.com the bank-in slip so that we can update the status of your invoice.*
- IV. Once the Pro Forma Invoice is updated as "Paid", the system will automatically send an "Invoice Payment Confirmation" email together with the original Invoice and official receipt.*

We understand that some customers require an original Invoice to process the payment. If you required an original invoice, raise a ticket at My Support Tickets and we will arrange a copy to be send to you. (refer to Chapter 6: My Support Tickets for more detail). You may also contact us at 03-83156020 or mail to the support@ealink.com

CHAPTER 6: MY SUPPORT TICKETS

Go to My Support Ticket to raise a request for assistance or to log a problem. You can raise a request by using email, telephone, and fax or via Skype. Details of your request and any follow up on the request will be automatically recorded in the system for future reference or follow up. A request recorded in the system is referred to as a ticket.

6.0 Support Tickets List

Show the list of support ticket that created by client or support team.

BRASSTAX
Customer Support

Portal Home Client Area Announcements Knowledgebase Support Tickets Downloads Logout

Support Tickets
You are here: [Portal Home](#) > [Client Area](#) > [Support Tickets](#)

[Home](#) [My Details](#) [My Products & Services](#) [My Quotes](#) [My Invoices](#) [My Support Tickets](#) [My Emails](#)

My Support Tickets

The support ticket system allows us to respond to your problems and enquiries as quickly as possible. When we make a response to your support ticket, you will be notified via email.

Open Support Tickets: 1 [Submit Ticket](#)

Search: Search

1 Records Found, Page 1 of 1 [« Prev Page](#) [Next Page »](#)

Date	Department	Subject	Status	Urgency
23/07/2014 10:39	Bug	APPENDIX H SCHEDULE	Open	Medium

Show: [10](#) [25](#) [50](#) [100](#) [All](#) [« Prev Page](#) [Next Page »](#)

Column		Description
Date	:	The date & time the ticket was created.
Department	:	The category of the ticket: <ul style="list-style-type: none"> a. Bug: If the ticket is created because of a bug in Brasstax. b. Enquiry: If the ticket is created because of an enquiry or assistance relating to the use of Brasstax
Subject	:	The title of the support tickets.
Status	:	The current status for the tickets: <ul style="list-style-type: none"> a. Open: If the ticket has just been created b. Close: If the ticket is solved. c. In Progress: If the ticket is still being work on. d. Answered: If a reply has been send. e. Customer Reply: If the customer has replied to the tickets.
Urgency	:	The priority of the tickets that is created: <ul style="list-style-type: none"> a. High: If the ticket requires immediate attention from the

		<p>support team and to be resolve as soon as possible.</p> <p>b. Medium: If the ticket is to be resolve within the given end date.</p> <p>c. Low: If customer is not waiting for the request to be completed by a specific date or time.</p>
--	--	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

6.1 Support Ticket Detail

Allow user to view the detail of the tickets that created.

View Ticket #955777

Department: Enquiry
Date: 16/05/2014 01:31
Subject: Update
Status: Answered
Urgency: Medium

SWEE SON FOO Client	16/05/2014 01:31
<p>I see that the latest brasstax corporate version is 1.85.1.0. However, my version is 1.85.0.0. Where do I go to download the update.</p>	

Aizah Staff	20/05/2014 17:35
<p>Dear Sir/Madam</p> <p>Sorry for late replied your ticket. To download the latest version, please visit our website at http://98.130.128.53/whmcs/clientarea.php</p> <p>Below is the user id and password to login. You may change the password after login under My Details.</p>	

Column		Description
View Ticket #number (eg: #955777)	:	Show the reference number for each support tickets.
Department	:	Please refer to 6.0 Support Tickets List to get the explanation on the columns and button that provided for explanation on the details.
Subject	:	
Status	:	
Urgency	:	

6.2 Close/Reply Ticket

Allow user to reply the ticket/close the ticket using Reply box.

Aizah || Staff 20/05/2014 17:35

Dear Sir/Madam

Sorry for late replied your ticket. To download the latest version, please visit our website at <http://98.130.128.53/wmcs/clientarea.php>

Below is the user id and password to login. You may change the password after login under My Details.
 user id: [REDACTED]
 password : [REDACTED]

To download product, you may go to My Product & Services and view the product.

Please take note that this website still under upgrade maintenance. Any feedback from yours is appreciated.
 How would you rate this reply? Poor ☆☆☆☆ Excellent

» Reply

Name SWEE SON FOO

Email Address [REDACTED]

Attachments: Choose File No file chosen Add More
 (Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip)

Submit

Button/Link		Function
Submit	:	To submit the reply that has been type in reply box.
"If Resolved..." link	:	To close the ticket if the problem is resolved by self. User must enter how the problem is resolve if they choose to close the tickets.
Reply Box	:	Enter replied/enquiry details.
Attachments	:	Upload file that use to support the reported problem. Format that support: <ol style="list-style-type: none"> .jpg .gif .jpeg .png .pdf .zip

CHAPTER 7: MY EMAILS

Go to My Email to view all the emails that you received from us. This will include the emails that automatically generated and send by the system. To view the detail of each email, click on the hyperlink.

Client Area
You are here: [Portal Home](#) > [Client Area](#) > [My Emails](#)

[Home](#) [My Details](#) [My Products & Services](#) [My Quotes](#) [My Invoices](#) [My Support Tickets](#) [My Emails](#)

My Emails

Below is a history of all messages we have sent to you. It allows you to easily read any correspondence relating to your account in case you lose any of your emails.

13 Records Found, Page 1 of 2 « Prev Page [Next Page](#) »







Date Sent	Message Subject
31/07/2014 01:27	[Ticket ID: 163327] Accelerated Capital Allowance
20/05/2014 17:35	[Ticket ID: 955777] Update
16/05/2014 01:31	[Ticket ID: 955777] Update
02/04/2014 17:15	BRASSTAX ACTIVATION KEY
02/04/2014 16:13	BRASSTAX ACTIVATION KEY
01/04/2014 18:13	Invoice Payment Confirmation
01/04/2014 13:23	Your new password for EA-Link System Sdn Bhd
01/04/2014 12:00	First Invoice Overdue Notice
31/03/2014 19:22	Your password has been reset for EA-Link System Sdn Bhd
31/03/2014 18:18	Your login details for EA-Link System Sdn Bhd

Show: [10](#) [25](#) [50](#) [100](#) [All](#) « Prev Page [Next Page](#) »

Column		Description
Date Sent	:	Show the date of the mail was send.
Message Subject	:	Show the title of the mail.

SUMMARIZATION

Below is the conclusion of each module that available inside the system.

Module	Description
 My Details	<ul style="list-style-type: none"> • Change password, company detail and manage contact(s). You will be able to change the email addresses of people that you want to include in our automated mail-outs.
 My Products & Services	<ul style="list-style-type: none"> • View the product(s) that you have purchased • Download the latest version(s) of any system that you licensed • Generate the Activation Key for new Year of Assessment (YA)
 My Quotes	<ul style="list-style-type: none"> • Request quotation from support team
 My Invoices	<ul style="list-style-type: none"> • View and print the Pro-forma Invoices/Invoices
 My Support Tickets	<ul style="list-style-type: none"> • Raise a support ticket to us, view the list of ticket and manage/update the tickets.
 My Emails	<ul style="list-style-type: none"> • View all the mail(s) that have been sent to you by system.

Please email us at support@ealink.com or call at 03-83156020 for any enquires and feedback.