

JourneyTeam Customer Support Portal User Guide

Date: March 2026

Questions: PortalSupport@JourneyTeam.com

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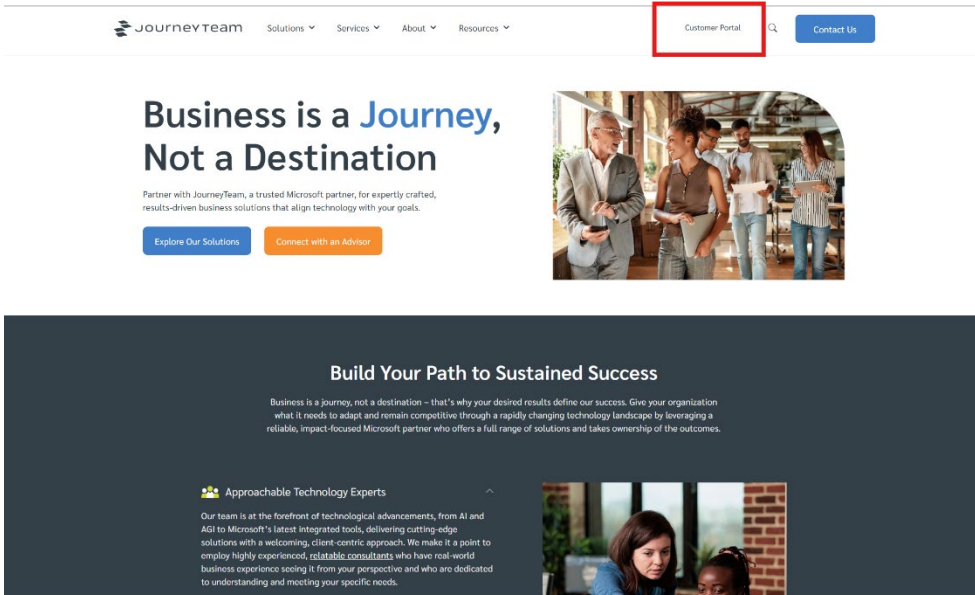
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Access

- JourneyTeam’s Customer Support Portal utilizes SSO to authenticate your credentials. This means the system will utilize the credentials you have set up in your organization. You will not need a separate username and password.
- **Note that there *is* a prerequisite that your organization is a Microsoft tenant.** Login for non-Microsoft organizations (such as Gmail email addresses) is not currently supported.

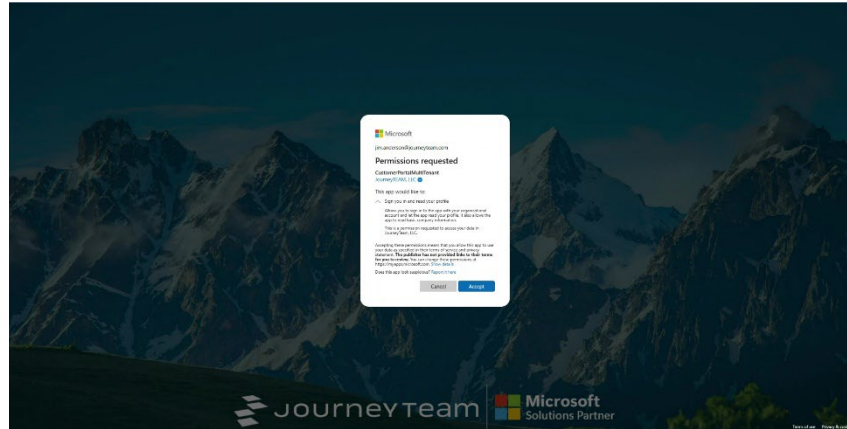
Login

- From www.JourneyTeam.com select ‘Customer Portal.’

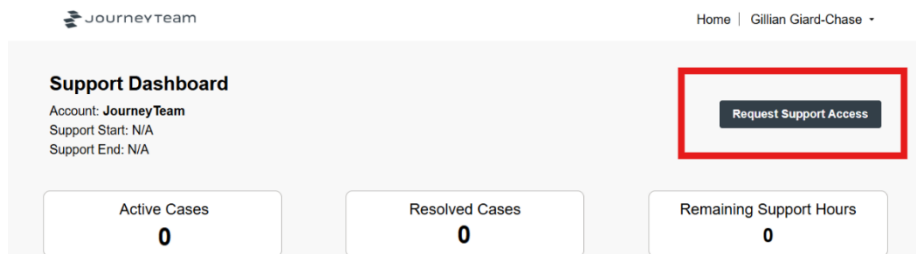


The screenshot shows the JourneyTeam website homepage. The navigation bar at the top includes the JourneyTeam logo, menu items for Solutions, Services, About, and Resources, and a 'Customer Portal' link highlighted with a red box. Below the navigation bar is a main section with the headline 'Business is a Journey, Not a Destination' and a sub-headline 'Partner with JourneyTeam, a trusted Microsoft partner, for expertly crafted, results-driven business solutions that align technology with your goals.' Two buttons are visible: 'Explore Our Solutions' and 'Connect with an Advisor'. Below this is a dark blue section titled 'Build Your Path to Sustained Success' with a sub-headline 'Business is a journey, not a destination – that's why your desired results define our success. Give your organization what it needs to adapt and remain competitive through a rapidly changing technology landscape by leveraging a reliable, impact-focused Microsoft partner who offers a full range of solutions and takes ownership of the outcomes.' This section includes a sub-section for 'Approachable Technology Experts' with a small image of two people looking at a screen.

- You will see the login screen below. Click Accept. Enter your user credentials from your organization if prompted.



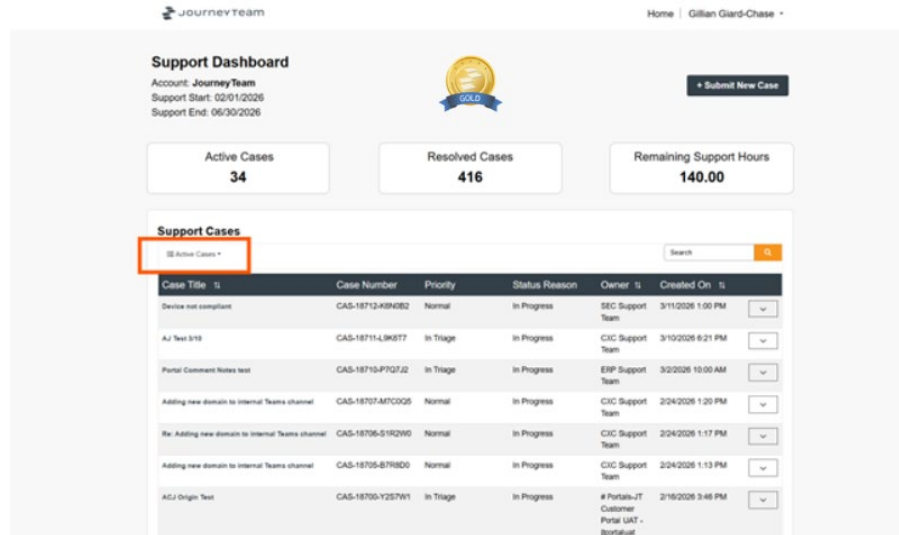
- Upon login you should see your company name listed in the top left and any active support cases in the dashboard.
- If you do not see your company name and case information listed, contact PortalSupport@JourneyTeam.com.
- If the portal does not find an active support contract for your account, you will see the 'Request Support Access' button. If this is in error, contact PortalSupport@JourneyTeam.com.



- Some organizations may need to approve the portal for SSO access in Entra. If approval is required, users will see a banner prompting them to request access. Your IT administrator can then approve the request in Entra, after which you will be able to sign in.

Home Page/Dashboard

- **Active/Resolved Cases:** Toggle between Active & Resolved by using the dropdown menu underneath the Support Cases Table.



Support Dashboard
 Account: JourneyTeam
 Support Start: 02/01/2026
 Support End: 06/30/2026

Active Cases: **34** | Resolved Cases: **416** | Remaining Support Hours: **140.00**

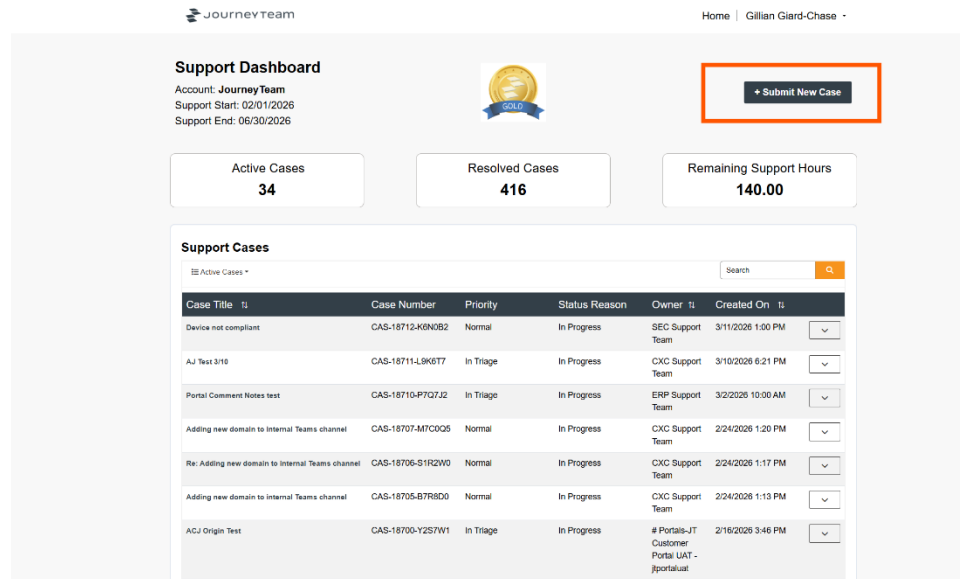
Support Cases
 All Active Cases

Case Title	Case Number	Priority	Status Reason	Owner	Created On
Device not compliant	CAS-18712-K9H082	Normal	In Progress	SEC Support Team	3/11/2026 1:00 PM
AJ Test 3-10	CAS-18711-L9K877	In Triage	In Progress	CIC Support Team	3/10/2026 6:21 PM
Portal Comment Notes test	CAS-18710-P7Q7J2	In Triage	In Progress	ESP Support Team	3/2/2026 10:00 AM
Adding new domain to internal Teams channel	CAS-18707-M7C005	Normal	In Progress	CIC Support Team	2/24/2026 1:20 PM
Re- Adding new domain to internal Teams channel	CAS-18705-51R2W0	Normal	In Progress	CIC Support Team	2/24/2026 1:17 PM
Adding new domain to internal Teams channel	CAS-18705-87R8D0	Normal	In Progress	CIC Support Team	2/24/2026 1:13 PM
ACU Origin Test	CAS-18700-Y257W1	In Triage	In Progress	# Portals-JT Customer Portal UAT - Jportal	2/16/2026 3:46 PM

- **Remaining Support Hours:** This number represents the remaining hours in your Bronze/Silver/Gold/Platinum support plan. Note that if you are on a Level 1, 2, or 3 plan you will not see a value here.
- **Support Start & Support End Dates:** These dates represent the start and end dates of your support contract.
- **View Case Details:** You can view case details by clicking a case title or using the carrot drop down and clicking 'Details.'

Case Submission

- Select the **Submit New Case** button in the top right.



Support Dashboard
 Account: JourneyTeam
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Home | Gillian Giard-Chase

+ Submit New Case

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Support Cases

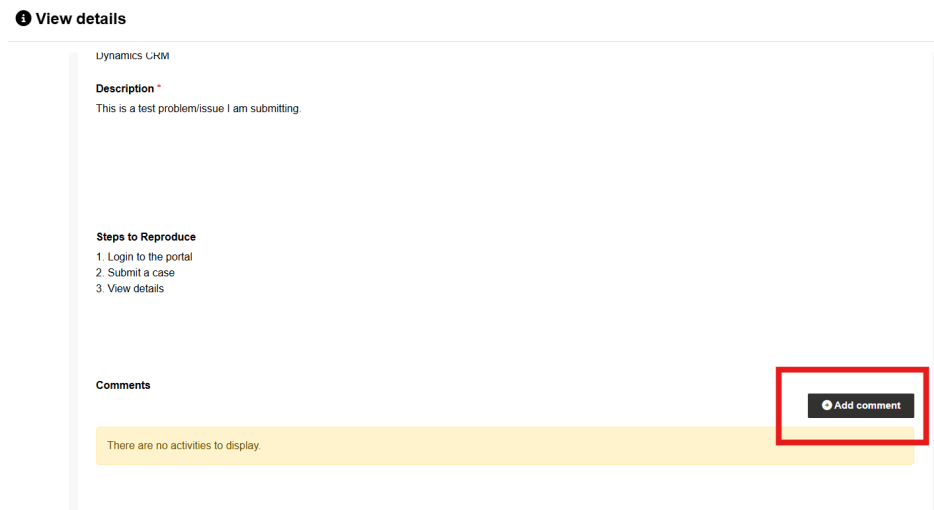
Case Title	Case Number	Priority	Status Reason	Owner	Created On
Device not compliant	CAS-18712-K6N062	Normal	In Progress	SEC Support Team	3/11/2026 1:00 PM
AJ Test 3/10	CAS-18711-L6K677	In Triage	In Progress	CXC Support Team	3/10/2026 6:21 PM
Portal Comment Notes test	CAS-18710-P7D7J2	In Triage	In Progress	ERP Support Team	3/2/2026 10:00 AM
Adding new domain to internal Teams channel	CAS-18707-M7C0Q5	Normal	In Progress	CXC Support Team	2/24/2026 1:20 PM
Re: Adding new domain to internal Teams channel	CAS-18706-S1R2W0	Normal	In Progress	CXC Support Team	2/24/2026 1:17 PM
Adding new domain to internal Teams channel	CAS-18705-B7R8D0	Normal	In Progress	CXC Support Team	2/24/2026 1:13 PM
ACJ Origin Test	CAS-18700-Y2S7W1	In Triage	In Progress	# Portals-JT Customer Portal UAT - jportaluat	2/16/2026 3:46 PM

- **Provide detailed information in the case form.** The more information you provide helps us to expedite your issue.
- **Contact** in the case form defaults to you. You can also add two additional contacts from your organization to receive notifications about the case. Leave this blank if you do not wish to add additional contacts.
- **Business Priority & End User Impact** help us to understand the urgency level of your request.
- **Solution Area** is the Microsoft technology area your case is regarding. Please select from the drop-down list.
- **Environment URL** is helpful for us to quickly navigate to the platform and page where the issue is experienced, though it is not required.
- **Internal Reference Number** is a field you can use to associate an internal case/ticket number in your organization. If this does not apply to your organization, leave it blank.
- Please include as much information as possible in the case **Description & Steps to Reproduce**.
- **Attach any relevant files or screenshots.** You can add additional attachments later by adding a portal comment to a case and including an attachment.
- **Submit your case.**

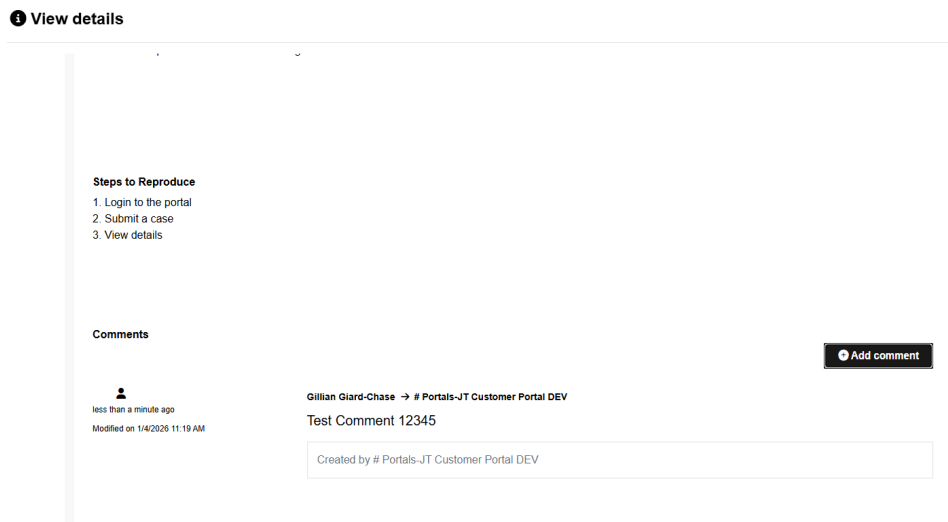
- **The portal will default to return to the homepage after submission.** You can verify your case has been received by viewing it in the dashboard.

Case Commenting & Notifications

- View the details of the case you wish to comment on
- Select Add Comment at the bottom of the window



- Type your comment and attach any relevant files. Click Submit.
- You will see your comment displayed in the case record.




- Comments from JourneyTeam will be displayed in the comment thread.
- When JourneyTeam leaves you a comment, you will receive an email notification from Support@JourneyTeam.com.
- Use the link in the notification to go directly to the case record and reply. Any additional contacts you have assigned to the case will also receive the notification.

New Comment from JourneyTeam on Support Case CAS-14778-F4S2



JourneyTeam Support
To ● Gillian Giard-Chase

 If there are problems with how this message is displayed, click here to view it in a web browser.

Case Details

Case ID: CAS-14778-F4S2
Case Title: January 4 Test
Case Status: In Progress
Priority Level: In Triage
Comment: This is a test comment.


[View Case in Portal](#)

Emails

Emails sent regarding the case will also appear in the case record. Emails are distinguished from Case Comments by the mail logo.

 View details


Comments [Add comment](#)



about 6 hours ago
Modified on 2/16/2026 2:59 PM

Gillian Giard-Chase → Gillian Giard-Chase

Test Email 2-16




about 5 hours ago
Modified on 2/16/2026 2:58 PM

Gillian Giard-Chase → Gillian Giard-Chase

Test from Portal

Created by # Portals-JT Customer Portal UAT - jportaluat



about 6 hours ago
Modified on 2/16/2026 2:40 PM

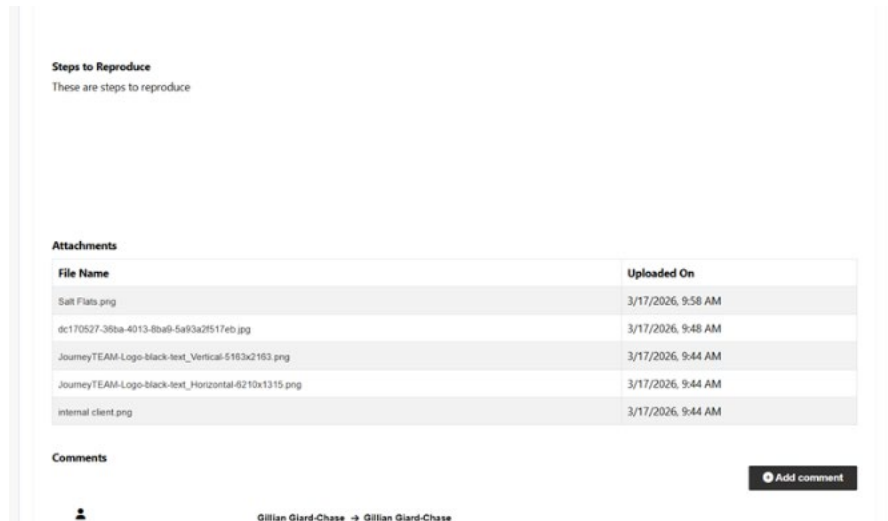
Gillian Giard-Chase → Gillian Giard-Chase

Test comment from JTP 2-16

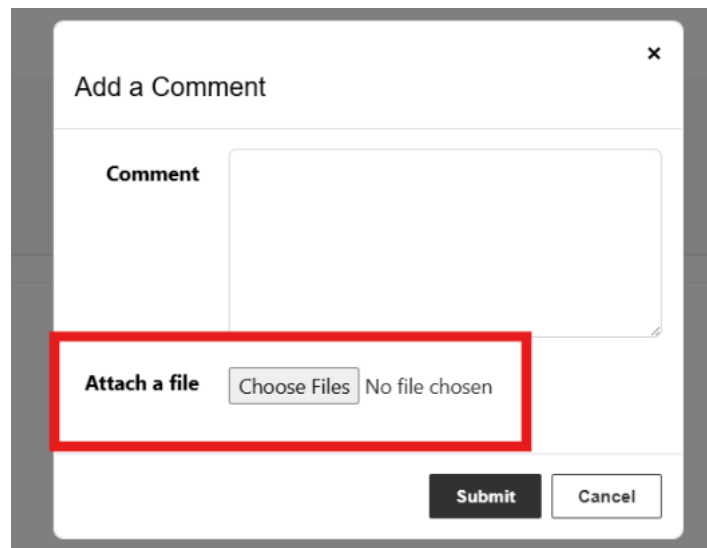
Created by Gillian Giard-Chase

Attachments

- Attachments you have submitted on your case can be viewed on the Case Details page under the attachments table.



- To add additional attachments to the case, you can use the 'Add comment' button and include an attachment to your comment.



- Your attachment can be seen in the attachments table upon refreshing the page.

Changes to Case Information

- Case fields are not editable after submission.
- To request a change to a case field, please add a comment to the case record describing the change.
- The JourneyTeam team member assigned to your case will make the change requested.

Sign Out

When you are finished using the portal, you can log out by clicking your user name on the top right of the page and selecting Sign Out.



Questions/Feedback

If you have any questions or issues in the portal, reach out to a member of your support team, or e-mail PortalSupport@JourneyTeam.com.