



NASSTAR SERVICENOW CUSTOMER PORTAL

USER GUIDE



Version 3.0 - 11/02/2025

Version 3.0 - 11/02/2025

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Current Version

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1.0	June 2024	Ken Webster	Issued to Customer
2.0	15/11/2024	Claire Taylor	Case Escalation included
3.0	11/02/2025	Navin Paul	Added Cease/Cancellation Process



NASSAA

1 Introduction

The Nasstar ServiceNow Service Portal is available for customers to raise P3 tickets. Here, you can request something you might need, raise an incident if something is broken, find answers to questions and more.

This user guide provides key information on how to use the ServiceNow Portal.

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2 Accessing the portal

The portal is accessed via the URL: https://onenasstar.service-now.com/nasstarcsm

2.1 Registration

Before you can register, you will need a valid "Registration Code". This will normally be provided by your Service/Account Manager when they ask you to register to use the portal.

New users can register via the Register option on the top left of the login screen.

KASS-AR		Log	g in
Knowledge Register			
	Log in		
	•		
	Forgot Password ?		
	Use external login		

Once selected, the following Customer Registration form will open. Supply the requested information and then click Submit.

First Name
Last Name
Business Email
Registration Code
□ I agree to the <u>Privacy Policy</u> and Community <u>Terms and Conditions</u>
reCAPTCHA verification
I'm not a robot
Submit

Once you have submitted a registration request, it will be forwarded to an administrator for approval. Once approved, an email will be sent to inform you of your username and a temporary password.





Below is an example of the email you will receive.



2.2 Login

Login to the portal as shown below with the credentials provided.

NASS	FAT		Log in
Knowledge	Register		
		Log in	
		•	
		Forgot Password ?	
		Use external login	

The first time that you log in, you will be asked to change your password. Passwords must consist of a minimum of 8 characters, encompassing at least one uppercase letter, one lowercase letter, one number and one special character. Restrictions on repetitive characters and use of user data apply.

All password requirements are detailed on the Change Password screen.

Enter the temporary password as your current password and create a new password. Confirm the new password and click the Submit button.



User name: Nasstar.TestUser Current Password: Password Requirements: - Minimum 8 characters - Maximum 100 characters - At least 1 luppercase letter(s) - At least 1 uppercase letter(s) - At least 1 uppercase letter(s) - At least 1 special character(s) - No sequence more than 3 character(s) - No sequence more than 3 character(s) - No sequence more than 3 character(s) - No user data like first name, last name, username, and company name New password: Confirm New Password: © Submit	Change Passv	vord
Nasstar TestUser Current Password: Password Requirements: - Minimum 8 characters - Maximum 100 characters - At least 1 uppercase letter(s) - At least 1 uppercase letter(s) - At least 1 uppercase letter(s) - At least 1 special character(s) - No sequence more than 3 character(s) - No user data like first name, last name, username, and company name New password: Confirm New Password: Submit	User name:	
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Confirm New Password:	- At least 1 special character(s) - No repetitions more than 3 cha - No sequence more than 3 cha	racter(s) acter(s)
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On Submit you will be logged in and redirected to the following portal home page.



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2.3 Reset Password

Users can reset their password via the Forgot Password link under the password field on the login screen.

r k-sek n	Log in
Knowledge Register	
Log in	
() () () () () () () () () ()	
Engot Password ?	
Use external login	

Once selected, the following window will open. Supply a valid username, type the Captcha in the box and click the Next button.

1 Identify	2 Verify	3 Reset
Forg	jot passwo	rd?
User name *		
CAPTCHA *		
h2 7	7C 8	€
Type the CAP	ТСНА	
	Next	
0		
1	•	-
Log in with	h user name and p	assword

Next, the following window will open, and you will need to supply a valid email address for the account and click Next.







The following notification will appear to confirm that a password reset email has been sent.



Below is an example of the email you will receive.



Click on the link in the email to be directed to the following screen. Create a new password, retype to confirm and click the Reset Password button.





	NY22YJ	
1	2	3
Identify	Verify	Reset
Re	set Passwo	rd
А	ccount is not locked	
New password >	k	
1		•
		Strength
 Maximum At least 1 le At least 1 u At least 1 u At least 1 u 	owercase letter(s) oppercase letter(s) ligit(s)	
 Maximum At least 1 li At least 1 u At least 1 u At least 1 c At least 1 s We'll also che you submit No repetitio No sequene No user dat username, 	vouercase letter(s) uppercase letter(s) light(s) special character(s) eck these requirem ins more than 3 char, to like first name, las and company name	ents once racter(s) acter(s) t name,
 Maximum * At least 1 u At least 1 u At least 1 u At least 1 c At least 1 c At least 1 s We'll also chu No repetitio No sequence No user dat username, Retype passwor 	tou characters uppercase letter(s) light(s) pecial character(s) eck these requirem ns more than 3 char, ta like first name, las and company name	ents once racter(s) acter(s) t name,
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⊗ Maximum	No characters overcase letter(s) ligit(s) special character(s) eck these requirem ns more than 3 chars to the first name, las and company name d * Reset Password	ents once acter(s) acter(s) t name, m @

You will receive a password reset success confirmation. Click Done to be redirected to the portal login page to sign in.





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3 Creating a new case

All users (standard and administrators) can create and view cases.

The portal is meant for medium-priority (P3) tickets. If the case is urgent, i.e. P1/P2 then it should be called through to the Service Desk. High priority tickets will be visible via the portal once created by the Service Desk.

When creating a case, first decide if it is an Incident, a Service Request, or a Request for Information:

Incident - Generally when something isn't working as expected

Service Request - Request support, services, or assistance

Request for Information - Ask a question or make an inquiry

3.1 Raise an Incident

Incidents are raised if something is not working. To raise P1 & P2 alerts you should call to ensure you get assistance more quickly. The portal is for reporting lower-priority incidents i.e. P3.



Once logged in to the portal you will see the "How can we help?" item on the home page.

Upon clicking "How can we help?", the following form will display, and values will be prepopulated for fields; Account, Contact, When did this issue first occur?, Impact and Urgency.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button.

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Home > Customer Service > Support > Raise an incident	Search	Q.
Raise an incident Use this form to get help with something that was working previously or if any service has degraded Indicates required Account		Submit Required information Contact Subjac Description
· Contact		
Raised on behalf of Additional Contacts		
Affected Location		
0	×	
When did this issue first occur?		
29-05-2024 03:37:01		
• Impact		
3 Medium	*	
• Urgency		
3- Medium	*	
*Subject		
*Description		
C// Add attachments		

The required information items to the right of the screen will disappear from the list as they are completed.

me > Customer Service > Support > Raise an incident	Search	
Raise an incident Use this form to get help with something that was working previously or if any service has degraded		Submit
Indicates required		
Account	Require	d information
0	Contact	Subject
*Contact		L
Raised on behalf of Additional Contacts 📀		
Affected Location		
0	* *	
When did this issue first occur?		
29-05-2024 03:37:01	=	
Impact		
3 - Medium	*	
• Urzency		
3- Medium	•	
*Giblert		
and to a		
* Description		
As you complete field(s) the label disappears from 'Required information'		
Add attachments		

The "When did this issue first occur?" field defaults to the date and time the incident was raised but the user also has the option to amend this if the actual time of occurrence is known.

Impact & Urgency fields will be defaulted to 3 - Medium.

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Raise an incident Use this form to get help with something that was working previously or if any service has degraded • Indicates required • Account • Contact • Contact • Additional Contacts • • May 2024 Su Mo Tu We Th I 29-05-2024 03:37:01 • Impact \$ May 2024 Su Mo Tu We Th I 28 29 30 1 2 • Urgency	Submit d information Subject
• • • Contact • Contact • Raised on behalf of • Additional Contacts • • Affected Location • Men did this issue first occur? 29-05-2024 03:37:01 • Impact • May 2024 Su Mo Tu We Th I 28 29 30 1 2 3 • Urgency	Subject
Contact Raised on behalf of Additional Contacts 	
Image: Second state of the second s	
Raised on behalf of Additional Contacts Affected Location Affected Location Y Y When did this issue first occur? 29-05-2024 03:37:01 May 2024 Su Mo Tu We Th I 28 29 30 1 2 Su So f 7 8 9 1	
* * Affected Location * • * When did this issue first occur? * 29-05-2024 03:37:01 * *Impact \$ 3 - Medium \$ *Urgency 5 6 7 8 9 1 2	
Affected Location Image: Second state of the seco	
Image: Control of the second secon	
When did this issue first occur? 29-05-2024 03:37:01 Impact 3 - Medium • Urgency	
When did this issue first occur? Impact May 2024 3 - Medium Su Mo Tu We Th Impact 3 - Medium 28 29 30 1 2 2 • Urgency 5 6 7 8 9 1	
29-05-2024 03:37:01 K May 2024 Impact Su Mo Tu We Th Th 3 - Medium 28 29 30 1 2 2 Urgency 5 6 7 8 9 1	
Impact K May 2024 3 - Medium Su Mo Tu We Th F • Urgency 5 6 7 8 9 1 2 2	_
3 - Medium Su Mo Tu We Th * Urgency 5 6 7 8 9 1 2	3
•Urgency 5 6 7 8 9 1	r Sa
	0 11
3- Medium 12 13 14 15 16 1	7 18
19 20 21 22 23 2	4 25
26 27 28 29 30 3	1 1
2 3 4 5 6	8
•Description © Cancel	OR
As you complete field(s) the label disappears from 'Required information'	
M Add attachments	
C/ Add attachments	

The user has the option to add an attachment here by clicking the link in the bottom left corner.

me > Customer Service > Support > Raise an incident	Search	¢
Raise an incident Use this form to get help with something that was working previously or if any service has degraded		Submit
Indicates required		
Account	Req	uired information
0	Con	tact Subject
*Contact v		
Raised on behalf of Additional Contacts O		
Affected Location		
0	× *	
When did this issue first occur?		
29-05-2024 03:37:01	=	
Impact		
3 - Medium	•	
a Madium		
Subject		
Description		
As you complete field(s) the label disappears from 'Required information'		
C// Add attachments		

Once all details are completed, click on the Submit button at the top right of the screen.

Home > Customer Service > Support > Raise an incident		Q
Raise an incident Use this form to get help with something that was working previously or if any service has degraded		Submit
* Indicates required		

Upon clicking on the submit button the user will see the screen below with the case details. The headers at the top have the basic details of the case; Number, when Created, last Updated and current State.

NASSAA

Home > Sta Number CS00105724	indard Ticke	t					Created just now	Updated just now	State New
Brief desc	ription							Actions ·	-
Priority 3 - Medium		Contact Nasstar Test							
Activity	Attach	ments							
	BI	U System Font ∨	₹₹	∃≣	i≣ ì≣		S	end	
NT	Nasstar CS0010	TestUser 5724 Created					(S just)	now	
Start									

Once the user successfully creates the incident, the Nasstar Service Desk will pick up the case and update it accordingly. All updates will then appear here which the user can refer to.

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---------	-------	-------	-------

05724		Created Updated 5m ago just now
ief deso	cription	Actions
^{rity} Medium	Contact Nasstar Test	
Activity	Attachments	
	B I U System Font ∨ I = = = = I = I = I	Send
	Nasstar lestUser Add another comment to show in history	Ojust now . Additional comments
	Nasstar TestUser	👁 5m ago
	CS00105724 Created	

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3.2 Service Catalogue

Service Request cases are raised to request services, or if you require support or assistance. Creating the service request case is a similar process to raising an incident but less details are needed.

Once logged in to the portal you will see the Service Catalogue item on the home page.



Upon clicking on "Service Catalogue" the following form will display four options:

Home > Customer Service > Su	pport	Search	h Catalog Q
Categories	Support		≡
Support	In life network request for In life network request for change	Raise an incident Use this form to get help with something that was working previously or if any service has degraded	Request For Information Please provide as much detail as possible to help us assist you
	View Details	View Details	View Details
	Request Something Click here to ask us for something View Details		



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3.2.1 Raise an Incident

Select this to open the incident form and follow the process detailed in section 3.1

3.2.2 Request Something

Request Something cases are raised to request services, or if you require support or assistance. Creating the case is a similar process to raising an incident but less details are needed.

Upon clicking on "Request Something", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

Iome > Customer Service > Support > Request Something	Search	Q
Request Something Click here to ask us for something		Submit
Indicates required		
Account	Requi	red information
0	Contac	t Subject Description
Contact		
· ·		
*Impact		
3 - Medium	*	
•Urgency		
3- Medium		
Subject		
Description		
Add attachments		



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3.2.3 Request for Information

Request for Information cases are raised to ask a question or make an inquiry. Creating the Request for Information case is a similar process to raising an incident but less details are needed.

Upon clicking on "Request for Information", the following form will display, and values will be prepopulated for fields; Account, Contact, Impact and Urgency.

ome > Customer Service > Support > Request For Information	Search	Q,
Request For Information Please provide as much detail as possible to help us assist you Indicates required		Submit
Account	R	equired information
0		Contact Subject Description
*Contact		
Raised on behalf of Additional Contacts O		
*Impact		
3 - Medium	*	
Urgency	0.0	
3- Medium	+	
*Subject		
Description		
Add attachments		

3.2.4 In Life Network Request for Change

Creating the Request for Change case is a similar process to raising an incident, but different details are needed.

Upon clicking on "In life network request for change" the following form will display, and values will be prepopulated for fields; Requested for and Company. The form is similar to incidents but the "When did this issue occur?" field is not present.

The additional fields that must be completed are indicated with an asterisk in the form and also listed as required information to the right of the screen under the Submit button. Apart from completing the mandatory fields, a user also has the option to provide further information in a limited number of additional fields.





life network request for change				Submit
Requested for		Company		
Nasstar TestUser Provide contact information	Ψ.	0	*	Category Date Required Description of requirement
Category		*Date Required		I hereby declare that I am authorised to request this change on behalf of my organisation
·· None ··		DD-MM-YYYY		
1 Description of requirement				
Sustomer Location				
ffected locations				
• I hereby declare that I am authorise	d to request thi	s change on behalf of my organisation		

3.3 Notifications of updates to your cases

Once your case has been created you will receive an email confirming the details.

In order to keep you updated with progress on any case that you have raised, you will receive further emails whenever an update made.

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4 Viewing and updating cases

There are several list views available from the "My Cases" menu at the top of the home page.



Selecting My Cases will display the default view of All Cases.

4.1 Single case search

If you are looking for a specific case and you have the reference, the quickest way to find it is to enter the reference in the Keyword Search box.

Home > My Lists	Search		Q
My Cases	E All Cases	Keyword Search	٩

4.2 List of cases

There are several filtered list views available from the "My Cases" section on the left of the page.

All Cases	-	The default view
Action Needed	-	All cases that need your attention
Active Incident Cases	-	All Incident cases raised by you that are still open
Active Request Cases	-	All Service Request cases raised by you that are still open
Closed cases	-	All cases raised by you that have been closed

Choose one of these options to view a list of cases filtered accordingly.

Your selected list can then be filtered further and/or sorted as described below.

Referring to the numbers on the screenshot below:

- 1. Use the Keyword Search to filter the list to only include cases that include the given keyword. If a phrase of more than one word is used, enclose it in quotation marks.
- 2. This area is known as the 'breadcrumbs' and you can click here to remove filters that you have applied, i.e. to work back up the list of filters.
- 3. Click on a heading to sort by this column and click again to sort in the opposite direction. The arrow shows which column the list is currently sorted on.
- 4. Right click on a given value in a list. This gives you the option to "Show Matching", i.e. filter the list to only show this value, or "Filter Out", i.e. exclude the selected value from the list.



New York My Lists						South			<u>Q</u>
My Cases	E Active Inc	ident Cases						Keyword	(Search Q
Al Cases 2	All + State in 80p	on Awaiting Info) > Case Type > Incident							
Action Needed 3	Number	Shart description	Contact	Priority	State	Child account	On Hold Resion	Updated w	Related Records
Active Incident Cases	C500105720	Ref.		1 - Critical	Open			24-05-2024	
Active Request Cases	(10010569)	let		1. Debut	Chart			34.05.2024	
Closed Cases		3000						09/02/46	
	C\$00102370	Text Ticket		1 - Critical	Open			24.05.2024 00.00.02	
	C50002944	Text 1		Medica	open		Assailing 3rd Party	24-05-2024 00:00:05	
	C500105680	test.	4.	1- film	Out			23-05-2024 23:05:05	
	C500105582	-	l	A . Palical	0,000			23-05-2024 22-49-40	
	C\$00105681	Sect.		1 - Critical	Open			23-05-2024 22:20:50	
	C500102409	tenting_sla		1 - Oritical	Open			23-05-2024 06:04:35	
	C\$00102408	Test		1 - Critical	Open			22405-2024 232254	

A case list can be exported in several formats by clicking next to the case view description:



nasstar.com

4.3 View/update individual cases

Once you select an individual case you will see the following screen.

Test notifi	ication responses				Actions -
Priority 3 - Medium	Contact	Service	Service offering		
Activity	Attachments				
	B I U System Font	· F # # #	II II		Send
				0	comments.
	Dean			9 40 MPD - 400 DOM	
	Dean More info needed.			€ 4d ago . Additional	contraction
	Dean More info needed. Dean CS00102239 Created			♥ «d ago . Additional	© 4d ago
	Dean More info needed. Dean CS00102239 Created			♥ «d ago . Additional	© 4d ago



The form will be headed with the Case Number, Time Created and/or Updated and the Current State of the Case.

The "State" field will show one of the following values:

Open - The case is currently being worked on.

Awaiting Info - The case is awaiting action from either a third party or the customer before it can be progressed.

Resolved - A solution has been proposed and is awaiting acceptance/rejection

Closed - The case has been closed and no further work is expected

The top section shows the details of the case. This is read only. If you spot an error in this section then update the notes field and Service Desk will update accordingly.

Clicking the Actions button will show the currently available actions for the ticket.



The bottom section contains two tabs. The Activity tab contains a free format notes field for any ticket updates that you wish to make. Type your comments in the field and click send. Your update will be added to the ticket history activity listed below.

The Attachments tab, when selected, will enable you to add files by clicking the paperclip or by drag and drop into the box.

Activity	Attachments	
Ø		
		Drop files here

Once the ticket has been resolved/implemented by the support teams, the person who raised the ticket will receive an email notifying them of the update. If you agree with the resolution, then you can click on "Accept Solution" which will close the case. Alternatively, you can "Reject Solution" to reactivate the ticket (which triggers an update to the support team). When rejecting a solution, you are asked to state a reason for the rejection.



4.4 Escalate individual cases

There may be times where you feel that Nasstar has not handled an individual case appropriately or it is not progressing how you would have expected. Should this be the situation, you are able to escalate the case through the portal, which will alert the Escalation Management Team, who will assess the escalation and contact you to discuss further.

Should the case you want to escalate be in a resolved state, you will need to first select the "Reject Solution" as detailed previously, to reactivate the ticket.

Having opened the individual active case, the Actions button will show the current available options for the ticket.



Once you select "Escalate Case" you will see the following screen:

	> Escalate a case	Search
Esca	alate a case	
Escala	ite a case	
Enter	the following information to request the case escalation:	
• Indi	cates required	
Case		
0	C500173926	¥ .
• Reas	on	_
No	ne ··	
•Esca	lation Justification	
0	Add attachments	

We ask you to provide your reason from the list provided along with further justification. This will allow the Escalation Management Team to understand your reasons for escalating, along with reviewing the case before speaking with you.

Having completed the escalation, you will be returned to the case where the summary lists there is an active escalation with a unique escalation number, along with an update added to the case that is both visible to yourself and our agents.







	e escalati	ion										A	ctions -
Show more	~												
Active escalation ESC000111	4	Priority 2 - High		Contact John Smith									
Activity	A+++++	hmonte											
	Attac	nments											
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Throughout the lifecycle of the escalation, you will receive updates on its progress through the portal, which will be visible as ticket updates.

These will be used to summarise all of the conversations that will take place with yourself regarding the progression of the escalation and will be of 4 types:

4.4.1 Escalation rejection



4.4.2 Escalation acceptance

Gareth Jones	Just now • Additional comments
This case escalation has been accepted and is in progress. ESC0001124	
Escalation accepted reason:	
Summary of the conversation with the customer resulting in the approval of the escalation.	



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4.4.3 Escalation update

\bigcirc	Gareth Jones	1m ago • Additional comments
	Comment added from: ESC0001124	
	Summary of the conversation with the customer discussing progress of the escalation.	

4.4.4 Escalation resolution; case de-escalated

Gareth Jones Just now • Additional comments
This case has now been de-escalated as agreed. De-escalation justification: Summary of the conversation with the customer resulting in the
escalation being resolved and the case de-escalated.

It is possible to escalate the same case again, should the previous escalation have not resulted in the expected outcome in progressing your case, or for an entirely different reason.



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5 Cancellations, Cease and Offboarding Requests

All users (standard and administrators) can raise a Cancellation, Cease or Offboarding Request.

These requests can be raised by selecting the "Service Catalogue" Option in ServiceNow which upon submission of your request will be automatically routed to the correct Nasstar Cease Team to action.

Once you have logged into the ServiceNow Portal you will see the Service Catalogue item on the home page as per below.



Upon clicking on "Service Catalogue" a tile will appear as per the below screenshot:

Click here to sybrit a Children to Sybrit a Children to Sybrit a Children to Sybrit a Children to Sybrit a Children to Sybrit a
View Details

Select "Cancellations Request" to open the following request form:





NASS	5 A_			
Knowledge	My Cases	My Requests		
		Home > Customer Service > Support > Cancellations Request	Search	
		Cancellations Request Click here to submit a Cancellations Request Submit this form to raise a request with the Cancellations Team		Submit
				Required information Brief Description of your request [Full details of your request] (Consolitations Errord Motions]
		 Indicates required 		
		Raised on behalf of		
		Descented by	¥.	
		Kristy Cooper		
		Account		
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		External Email Contact Address	_	
			-	
		Watch List 😡		
		Parist Description of January		
		nier nezviknou o kon i iednezv		
		● Full details of your request ●		
		e.g. address/postcode/site details 🙁		
		Cancellations Email Address		
		Please choose which email address you would have previously used to initiate a cancellation, this will direct your requests to the correct team. If you have a billing query or are unsure as to what option to select please select CeaseandBillingTeam.WakeIeld@nasstar.com.	×	
		None	*	
		Add attachments	_	

Continue to populate the fields provided on the form.



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xternal Email Contact Address	
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Vatch List 🔞	
Brief Description of your request	
Full details of your request	
Tul details of your request of	
e.g. address/postcode/site details	
e.g. address/postcode/site details	
e.g. address/postcode/site details	
e.g. address/postcode/site details *	
Cancellations Email Address @	
Cancellations Email Address ?	will direct
Cancellations Email Address Please choose which email address you would have previously used to initiate a cancellation, this your request to the correct team. If you have a billing query or are unsure as to what option to se	will direct ×
e.g. address/postcode/site details * Cancellations Email Address ? Please choose which email address you would have previously used to initiate a cancellation, this your request to the correct team. If you have a billing query or are unsure as to what option to se select CeaseandBillingTeam.Wakefield@nasstar.com.	will direct ×
e.g. address/postcode/site details * Cancellations Email Address @ Please choose which email address you would have previously used to initiate a cancellation, this your request to the correct team. If you have a billing query or are unsure as to what option to se select CeaseandBillingTeam.Wakefield@nasstar.com. cancellations@nasstar.com	will direct × lect please
e.g. address/postcode/site details * Cancellations Email Address ? Please choose which email address you would have previously used to initiate a cancellation, this your request to the correct team. If you have a billing query or are unsure as to what option to se select CeaseandBillingTeam.Wakefield@nasstar.com. cancellations@nasstar.com	will direct lect please
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Cancellations Email Address Please choose which email address you would have previously used to initiate a cancellation, this your request to the correct team. If you have a billing query or are unsure as to what option to se select CeaseandBillingTeam.Wakefield@nasstar.com cancellations@nasstar.com None cancellations@nasstar.com managedwanceases@nasstar.com connectivity.ceases@nasstar.com ceaseandBillingteam.wakefield@nasstar.com	will direct × lect please

Please select the most appropriate email address to initiate a cancellation. This will direct your request to the correct team.

Email Address	Guideline for Selection
cancellations@nasstar.com	NMC Ceases
	Note: if you currently use NMC to raise cancellations please continue to do so
managedwanceases@nasstar.com	Managed WAN Ceases
connectivity.ceases@nasstar.com	Lease line Ceases - National Business
ceaseandbillingteam.wakefield@nasstar.com	Cease and Billing queries
nasstar.cease@nasstar.com	Nasstar Ceases
ceaseandbillingteam.wakefield@nasstar.com	If you are unsure which email address to use, please select this as a default.



The additional fields that must be completed are indicated with an asterisk on the form and are also listed as "Required information" to the right of the screen under the Submit button.

ome Customer Service Support Cancellations Request	Search	
C II d D	10	· · · · · · · · · · · · · · · · · · ·
Cancellations Request		
Click here to submit a Cancellations Request	792	Submit
Submit this form to raise a request with the Cancellations Tea	m	
		Required interaction
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		Full details of y an equest
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* Indicates regulaed		(Range belder () an art)
Raised on behalf of		
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0 Kristy Cooper		
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	+	
External Email Contact Address		
	55	
Watch Line O		
* Brief Description of your request		
* Full details of your request @		
e.g. address/postcode/ste details 🕺		
*Cancellations Email Address		
Please choose which email address you would have previously used to initiate a cancellation, this will	direct ×	
your request to the correct team. If you have a billing query or are unsure as to what option to select	please	
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select CesseandBillingTeam Wakenel@nasstar.com.	10 million	
select CasteandBilingTeam Wikeheld@nasstar.com	*	
select CasseandBilingTeam Waterleb@nasstar.com cancellation@nasstar.com	*	
exfect CasesandBillingFormWakeFeb@nascas.com emcellations@nesstar.com * Billing Ref	·	
exited Conserved Billing Four Welder et al (Conservation) cancellations@nesstar.com * Billing Ref * Conservations	•	
enleet Gazeenvellining Tourn WMAR GMQ2asscar.com cancellations@nesstar.com Billing Ref	•	
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Infect Classen/BillingTourn Wilde/BillQuassaux.com Cancellision@nesstar.com Billing Ref Crout: Ref Range holder (If known)		
extex GazeandBillingTamWMMRRBBassar.com cancelistion@nestar.com Billing Rer Cancelistion@nestar.com Cancelistion@nestar.com	·	
	·	

If you do not have the information requested, please enter "Unknown" in the field.

Note: The "Range holder" is for PSTN numbers.

Once all details are completed, click on the Submit button at the top right of the screen. You will then receive a REQ email notification which you can then update and view using the portal.

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6 View Knowledge Articles and User Guides

Knowledge articles are a library of articles and user guides where you can look for specific information. To access this information, click "Knowledge" from the home page or the Knowledge menu at the top of the screen.



You will be redirected to the Knowledge section.

Home > Knowledge Base		Search Knowledge	Q
Categories	Top Rated Articles		
Broadband Routers ④ Conferencing ② Monitoring Services ③ Multilayer Switches ① Troubleshooting ②	Removing the Circuit Breaker Router blinking after heating Device stops charging when running router Common Router IP and Settings Controllers and Applications		
	Most Viewed Articles		
	Replacing a fan Fuse on a router © 20 Views Removing the Circuit Breaker © 7 Views How To Set Up a Home Network Router © 5 Views Controllers and Applications © 3 Views Router blinking after heating © 2 Views		

Either use the search function to look for a specific item or make a selection from Knowledge Base Categories to filter the articles:

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Home 🗲 Knowledge Bas	se 🕨 T	Troubleshooting	Search	q
KB Categories		Troubleshooting		
Broadband Routers	4	Common Router IP and Settings		
Conferencing	2	Here is a list of many common broadband wired and wireless router settings and to remember that the exact names of different settings and options will differ, d	a description of what function it performs. It is impo epending on your router manufacturer and the devic	ortant :e's
Monitoring Services	3	👤 Authored by System Administrator 🔹 👁 1 View 🔹 🗮 6mo ago 🔹 🌟 🌟	**	
Multilayer Switches	1	How To Set Up a Home Network Router		
Troubleshooting	2	Choose a convenient location to begin installing your router such as an open flo location of the device. Particularly for wireless routers, you may find it necessary Authored by System Administrator • ③ 5 Views • 🖬 6mo ago • ★★★	or space or table. This does not need to be the perm to re-position the unit after installing it as the cable t ★ ★	anent :s /

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7 Search utility

A user can search for specific knowledge articles from the home page.



For instance, if you are looking for a topic using a specific keyword, it will search Knowledge Bases, Catalogue Items & Cases. You can filter your search by making a selection from the top menu.

Home > Search			service 🛞 🤅	ζ
All (137) Knowledge (12) Cata	log Item (4)	Case (121)		
Filters	137 ı	results for service ⊙		
Knowledge Bases Customer Service Knowledge Categories	Ľ	Customer Service Support Raise an incident Use this form to get help with something that was working previously or it	f any arried has degraded	ď
+ Catalogs + Catalog Categories	ľ	Customer Service Support Request Something Click here to ask us for something		ď
	Ľ	Customer Service Support In life network request for change In life network request for change		C
	Ľ	Customer Service Support Request For Information Pleese provide as much detail as possible to help us assist you		ď
		Monitoring Services ó months ago Reinstalling components into the router cha The front impeller assembly, which includes the craft interface, is located (ESD) grounding strap to your bare wrist, and connect the strap to one of	ssis fan at the top of the chassis front. Attach an electrostatic discharge the ESD points on the chassis. For more information about ESD,	C
		Conferencing ¹ 6 months ago Troubleshooting Conference Bridges: RTMT Application Barries (using Trace Configuration); to troubleshoot most ist <u>Barries</u> not the Error option. After you troubleshoot the issue, change the	and Tracing uses, you must choose the Significant or Detailed option for the Debug Trace Level back to the Error option	C

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8 Profile

By clicking on Username in the top right corner of the screen you can access your profile record and update if necessary. You cannot amend your username; you would need to contact the Service Desk for this.

NASSTAR Knowledge My Cases O Tell us how we're doing					Nasstar TestUser Profile
	Sau	Good Afternoon Nasstar, how can we help? For offical issues, please call +448001215640 ch	٩	R	
	How can we help? Click here to ask us for help	Service Catalogue Click here to make requests for services or ask for information	Browse and search for articles, rate or submit feedback		

Clicking in the individual fields will generate a text box where you can enter changes and Save.

Home 🔰 User Profile		Search	Q
	New Support Proble Nasstar TestUser Title (Empty) Bio (Empty) Upload Picture		
Met	About Protingene Resource Resource		
	User preferences Accessibility enabled Brable Analytics Configure Multi-Fector Authentication View Identity Center Security Password Change Password		



End of Document

