



TridentGLOBAL

international trade **made easy**



HOME

OUR SOLUTION

OUR SERVICES

INDUSTRIES

ABOUT US

CONTACT US

Customer Area

Secure Customer Login:

User Name:

Password: [Forgot your password?](#)

Login

**Please use the user name and password
supplied to you to enter**



Customer Area

Welcome to the Customer Area. As you can see, you are presented with a series of tabs that will direct you to pages where you can log, track the status of and follow up on support requests (cases).

Home Log a Case View Cases Logout

Logged in: Portal Preview User

Top Solutions
None Found

My Open Cases

Number	Subject	Created Date
00011660	A Portal TEST case	8/10/2010 1:14 PM
00011623	just another TEST	23/09/2010 4:36 PM
00011621	This is a TEST submission from the portal	23/09/2010 4:34 PM

The four tabs provide the following options:
Home page - a page which displays your open cases
Log a Case - an area for you to log new cases. Please answer the questions we ask, then click submit at the bottom of the page. Because you have logged in we are aware of your identity, so there is no need to provide that information.
View Cases - is a page which displays a list of the current open cases and their status
Logout - logs you out fo the portal and takes you back to the login screen



Customer Area

Home Log a Case View Cases Logout

Log a Case

Contact Name: Portal Preview User	Contact Phone:
Account Name: TridentGLOBAL	Contact Mobile:
	Contact Email: portal_sample_user@tridentglobal.com.au
1 System Area: * --None--	5 Issue stopping you from Exporting?: <input type="checkbox"/> Issue stopping you from Exporting?
2 Description Choice: * --None--	6 Do you have a workaround?: <input type="checkbox"/> Do you have a workaround?
	7 Any Related Internal IT Issues?: <input type="checkbox"/> Any Related Internal IT Issues?
3 Subject:	
4 Description:	

This is the area where you can create your support request/ log a case.

1. You will first be asked to select the system area to which your support request relates i.e. documentation, shipping, customs
2. You will then be asked to select a description of the issue you are experiencing, such as 'Cannot print consignment' or 'How to do something'
3. Please then enter the subject matter of your support request
4. providing any other relevant information that you feel would help us resolve your issue.
5. Please indicate if the issue is stopping you from exporting,
6. if you have a workaround,
7. and are experiencing any other issues.

Press the Submit button to log your case

Customer Support Portal FAQ's



If I log a case via the portal how will I know Customer Support has received it ?

You will initially receive an email confirmation that we have received the request. Within the email we will provide you a Case number for future reference

This Case will also appear in the list of "Open cases" on the Open Case screen

How will Customer Support get back to me ?

Depending on the problem Customer Support will either call, email you or update the case on the portal. Whenever a case is updated, you will receive an email with a link to the record on the portal for your review.

Is this the best way for me to log calls from now on ?

Requesting support using the Customer Support Portal is definitely the best way to both register and track support progress.

However, if you would prefer to speak to somebody in the first instance then the Customer Support phone number is still available.

Will the issue be shown in the Portal if I log the call via the phone or email ?

Yes. The Customer Support team will still raise the case and you will get an email confirmation which will include a link to the display on the portal.

How do I find out progress of my Case ?

Log-in to the Portal and the Case will be shown in the list. Clicking on the Case will take you to a detail screen where a complete log of your comments, our comments and updates will be displayed for that specific Case.