

# Nanosurf Customer Service Management Portal – Login & Usage Guide


We are pleased to welcome you to the Nanosurf Customer Service Management Portal — your centralized platform for submitting, tracking, and managing service-related inquiries with improved transparency and speed.

Below you'll find a comprehensive guide to help you get started and make the most of the portal's features.

## 1. How to Access the Portal – Step-by-Step Instructions

There are two primary ways to engage with the portal:

**Option 1:** Proactively log in and submit a request

- **Open the portal:**  
 [Customer Service Management Portal](#)
- **Register your account:**  
You will receive a one-time invitation email from Atlassian Service Management. Click the link provided to register.
- **Set your password and log in:**  
Follow the instructions in the email to create your password. Once registered, you can log in at any time using your credentials.
- **Create a new service request:**  
Select the relevant request type from the available categories (e.g., *Hardware*, *Software*, *General Inquiry*, or *Application Support*).
- **Complete the request form:**  
Provide all necessary details to help us assist you efficiently, then click Submit.
- **Add internal stakeholders (optional):**  
You may include colleagues, supervisors, or others involved in the case. They will receive updates and gain access to the request history.
- **Manage and track your request:**  
After submission, you can monitor the status of your ticket, add comments, view attached documents, and interact directly with the support team — all in real time.

**Option 2:** Join an existing request by invitation

- Receive an email invitation from the Nanosurf Support Team to join a specific request.
- Register (if you haven't already) by following the link in the invitation email.
- Access the request directly, where you can view all updates, add comments, and stay informed throughout the resolution process.

**Important Notes**

Registration is only required once. After initial setup, you can access the portal at any time using your credentials.

Requests submitted via the portal are prioritized over email inquiries for faster handling and improved traceability.

Adding stakeholders enhances internal communication and ensures all relevant parties are kept informed.

**2. What Types of Requests Can I Submit?**

The portal supports a wide range of service-related topics, including:

- General Questions (e.g., procedures, contacts, escalation paths)
- Hardware Issues (e.g., performance problems, failure diagnostics, warranty)
- Software Support (e.g., installation, configuration, troubleshooting)
- Application Inquiries (e.g., measurement challenges, data interpretation, best practices)

**3. Can I Involve Colleagues or Supervisors?**

Yes. You can add internal stakeholders to any request at any stage. This allows your colleagues to:

- Receive automatic updates
- View all correspondence and documentation
- Contribute to the ongoing communication
- This feature improves team coordination and transparency, particularly when several team members are involved in a service case.

#### **4. What Are the Benefits of Using the Portal?**

By using the Nanosurf Customer Service Management Portal, you benefit from:

- Real-time submission and tracking of service requests
- Accelerated response and resolution times through structured workflows
- Full transparency into the status and history of your request
- Integrated collaboration with your internal team members and our support specialists
- 24/7 access to request details and past tickets

#### **5. Can I Still Contact Support via Email?**

Yes. While email support remains available, we highly recommend submitting service requests via the portal.

Portal-based tickets are given processing priority, as they enable faster triage, structured input, and seamless tracking.

#### **6. Who Can I Contact for Help?**

If you have questions about the portal, need help registering, or encounter technical issues, please don't hesitate to contact us:

 [support@nanosurf.com](mailto:support@nanosurf.com)

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