

# **OPTUS PORTAL TRAINING**

## CHANNEL CUSTOMERS

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# GETTING STARTED

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Welcome to the Optus Portal, your one-stop platform for managing your business communications efficiently. This guide will walk you through the key features and processes, ensuring you can maximize the portal's potential for your business growth.

## Obtaining Your Login Credentials

Contact Optus Customer Service to request login credentials for the Optus portal:

- Call: 870-974-7711
- Email: [nec@optusinc.com](mailto:nec@optusinc.com)
- You'll receive your username and initial password via email.

## Logging In for the First Time

- Visit the [\*Optus Portal Site\*](#)
- Enter your provided username and password.
- Follow the prompts to change your password.

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# NAVIGATING THE HOME SCREEN

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The home screen is your command center, offering quick access to key features:

- View your assigned sales representative
- Create support cases
- Order parts
- Access reports

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# CREATING A SUPPORT CASE

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Here's how to create a support case:

- From the home screen, locate and click the **Create a Case** icon.
- Fill in all fields marked with an asterisk (\*).
- **Optional:** Upload relevant files (e.g., project details, statements of work).
- Click **Submit**.
- **Pro Tip:** Detailed information in your initial submission can expedite resolution.

## Tracking Your Case

- After submission, scroll to the bottom of the confirmation page to view updates on your case.
- Hint: If you cannot find your service address, from the home screen go to **Locations**. Email us at [nec@optusinc.com](mailto:nec@optusinc.com), and we'll help you set up your account.



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# SHOPPING AND PRODUCTS

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## Accessing the Shop

1. Click the “Shop” icon on the home screen.
2. Choose from three viewing options:
  - **My Packages:** View and quote complete system solutions.
  - **My Preferred Products:** Quick access to your frequently ordered items.
  - **Full Catalog:** Browse the entire Optus product range.



## Making a Purchase

1. Add desired items to your cart.
2. Proceed to checkout.
3. Complete the required information.
4. Select payment method:
  - Credit card (default option)
  - Terms (if pre-arranged with Optus)

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# TROUBLESHOOTING

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## Can't Find Your Service Address?

- From the home screen, navigate to the "Locations" section.
- If your address isn't listed, email [nec@optusinc.com](mailto:nec@optusinc.com) for assistance in setting up your account.

## Need Further Assistance?

Our dedicated team is always ready to help:

- Email: [nec@optusinc.com](mailto:nec@optusinc.com)
- Phone: 870-974-7711