

CONNECTWISE CUSTOMER PORTAL V.2.21

CUSTOMER PORTAL LOGIN INSTRUCTIONS

Speros customers have a multitude of ways to navigate to the new Speros Customer Portal. Through this portal, customers may track ticket status, create new tickets, update existing tickets, as well as view billing information and pay bills utilizing ACH and Credit Card. **Please note that special permissions will need to be granted to navigate to the financial aspects of company information.** Please contact the Speros Accounting Department for more information.

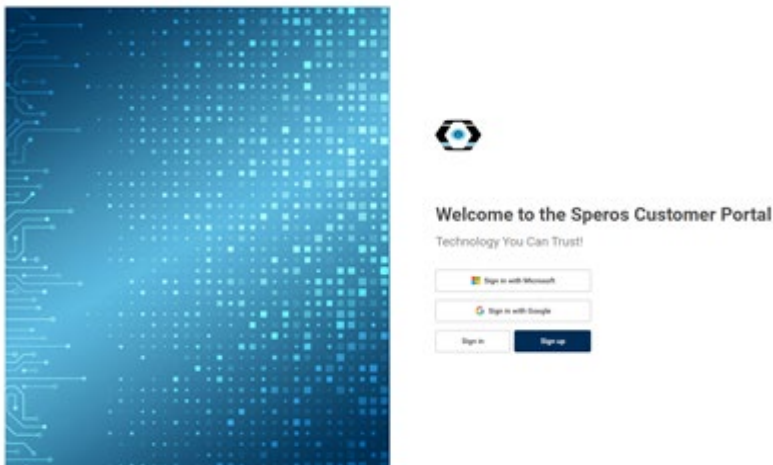
Instructional video can be found at: <https://youtu.be/csSjt0jNCv4>

NOTE: The Speros Customer Portal only supports the Google Chrome web browser. Also, if you are accessing through Safari from an iPhone, you must disable cross-site tracking for Safari.

1. Open Settings
2. Tap Safari
3. Tap to disable the Prevent Cross-Site Tracking toggle

INITIAL LOGIN INSTRUCTIONS:

1. Please navigate to one of the following sites:
 - a. <https://speros.myportallogin.com>
 - b. Navigate to <https://speros.com> webpage and click on Portal Login at the top right of the screen.
 - c. Navigate to <https://speros.com> webpage and click Customer Support. In the middle of the screen will be the Customer Portal Login link.



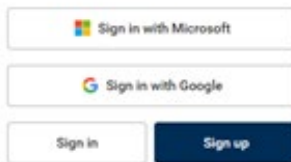


CUSTOMER PORTAL LOGIN INSTRUCTIONS

2. The login screen provides three ways to setup your password. Please ensure you are utilizing the same contact email address that Speros has on file.
 - a. Using your Microsoft 365 credentials
 - b. Using your Gmail credentials
 - c. Using standard email for sign up.

Welcome to the Speros Customer Portal

Login to review your account.



3. Once login occurs, you will have access to the company profile with permissions designated.

CUSTOMER PORTAL NAVIGATION

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1. HOME SCREEN:

The first page you will come to is the Home Screen. From here you will be able to easily create new tickets, view invoices, review any projects, as well as review any additional users you may have designated to have access. *If you do not have access to all areas you need access to, please contact Speros Accounting for additional access.*

2. SIDE NAVIGATION BAR DEFINITIONS AND USAGE:

The left vertical navigation bar has quick links. *NOTE: Navigational buttons in the middle pane are provided as well for ease of access.*

Side Navigation Bar

Home		Return to the Home screen.
Tickets		View and submit tickets.
Invoices		View and pay invoices.
Projects		View projects and project tickets.
Users		View and manage portal users.
Log out		Log out of the portal.