CZONE User Guide

Revision History

Version	Date	Revision Author	Summary of Changes
1	27/02/2023	Andrew Nash	First draft
2	28/02/2023	Andrew Nash	Second Draft – AR and RC changes

Document Owner	Head of Operations	Issue Date	February 2023
Document No.		Document Location	Compliance SharePoint
Version	1	Classification	Confidential

1 Contents

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2   Introduction

CZONE has been developed and implemented to allow Britannic's customers easy access to support services. Within CZONE customers are able to create new support cases, view existing cases and provide updates to our customer services team or the support engineers directly.

3   Accessing CZONE and Logging in for the First Time

In order to gain access to CZONE you will need to proceed through the following three steps.

3.1   Step 1.

Before you do anything, you must request an invitation code from the Britannic Customer Services team as you will need this in step 3 of the process. This can be requested via email to service@btlnet.co.uk.

3.2   Step 2.

Once you have an invitation code you should navigate to CZONE.btlnet.co.uk. Do NOT do anything with the invitation code just yet as it is not required until Step 3 of this process. Once you navigate to CZONE you will see the following as shown in figure 1:
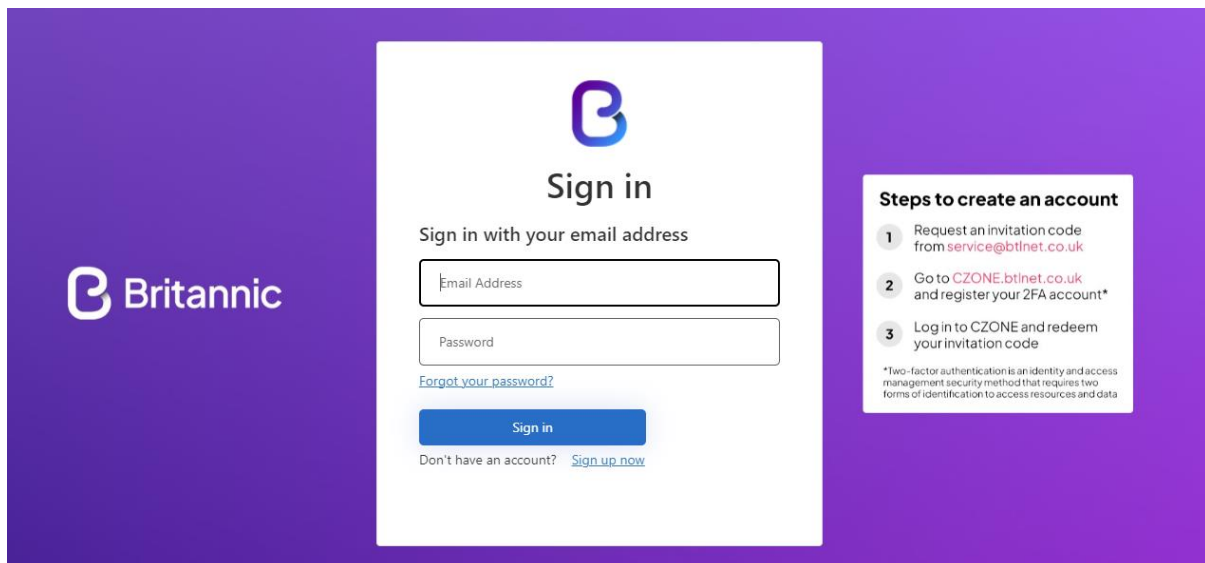

Figure 1- Initial Registration page

Users should then click on the "Sign Up Now" link as shown in figure 2.

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Figure 2 - New Sign up

On the next screen enter your email address and click on "***Send Verification Code***". An email will be sent to this email address containing an initial code.

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Figure 3 - Send verification code.

Check your email and enter the verification code as shown in figure 4. The email will come from "***Microsoft on behalf of BTLCZONE***" with the subject of "***BTLCZONE account email verification code***".

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Figure 4 - Enter verification code.

Once you have entered the code, click on "***Verify Code***". If for some reason you do not receive the verification code, then please click the "***Send new code***" button. Please then check your SPAM folders in your email.

The next step is to choose a password and a display name for your account. Populate these details and then click on Create.

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Figure 5 - Choose password and display name.

On the next screen you will be asked to download the Microsoft Authenticator App for your mobile phone either from the Google Play Store or Apple's App Store (if you already have one of these apps then just move on to scanning of the QR code). This will enable the 2FA element of the login process.

Once you have successfully downloaded and installed this app you will need to open the authenticator app and scan the QR that is displayed to you on the CZONE screen. When complete you will notice a new entry in the Authenticator app called "BTLCZONE". Once done click on "***Continue***" on the CZONE page.

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Download the Microsoft Authenticator using the download links for iOS and Android or use any other authenticator app of your choice.
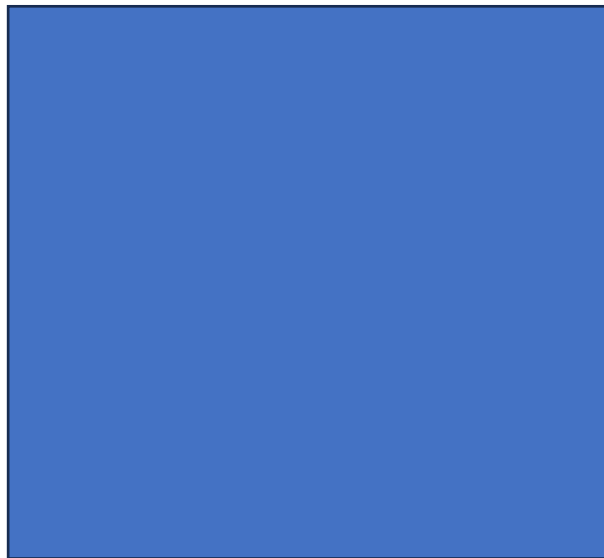
GET IT ON
Google Play

Download on the
App Store

Once you've downloaded the Authenticator app, you can use any of the methods below to continue with enrollment.

Scan the QR code

Using your app scan this QR code and click "Continue"

Can't scan? Try this

Figure 6 - Enable 2FA in Authenticator app

You will then be asked to enter a verification code from the Authenticator app. To do this open the authenticator app, and select the newly created "BTLCZONE". It will then display a one-time password code. Type this code into the CZONE page and click "Verify".

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bsi. ISO 9001 Quality Management
ISO 22301 Business Continuity Management
ISO/IEC 27001 Information Security Management
FS 00915   BCMS 654078   IS 608327

Citation ISO Certification
IT service management   ISO 20000-1: 2018   REGISTERED
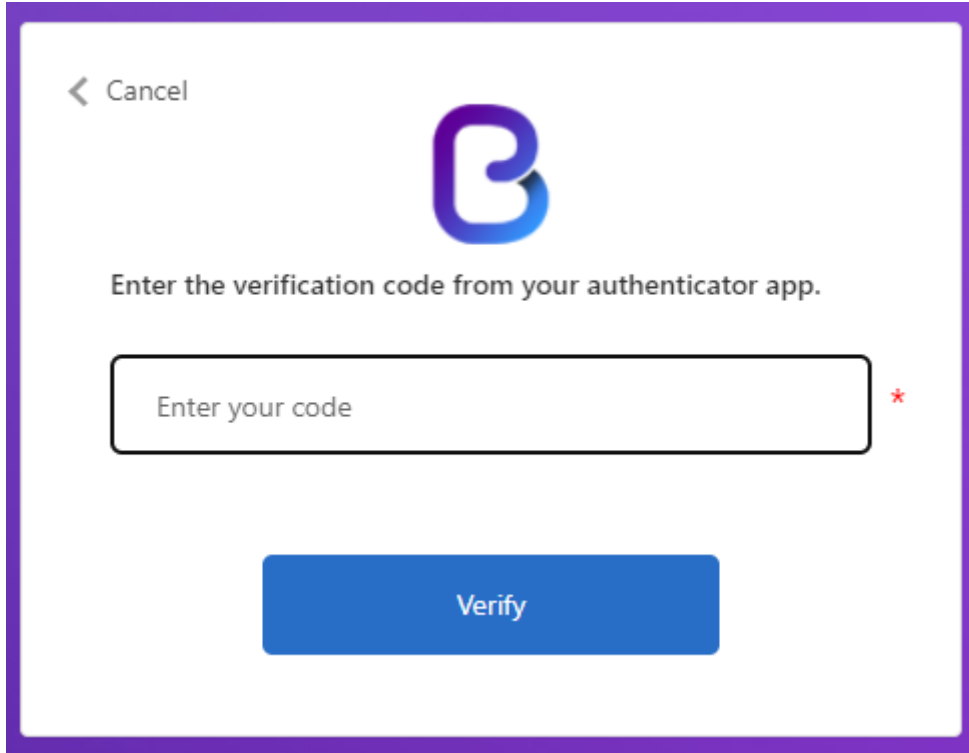Certificate No:382642021

Figure 7 - 2FA verification code

3.3   Step 3.

The final step is to enter the invitation code that was previously sent to you by Britannic Customer Services. Do not check the "I have an existing account" box. Once you have entered the Invitation code click on "***Register***".
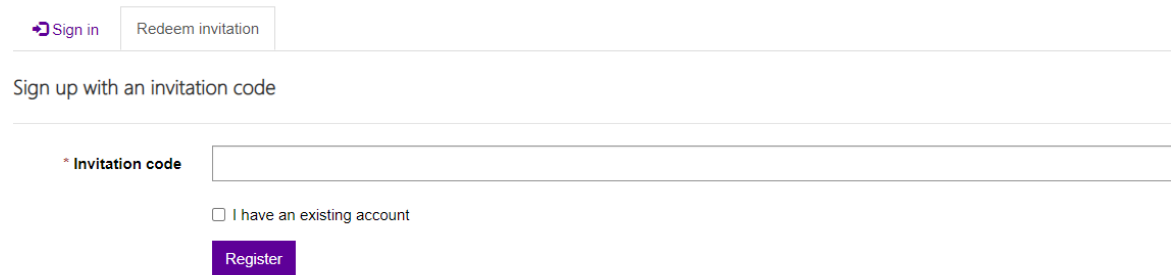

Figure 8 - Enter the invitation code.

Once you have entered your invitation code, and clicked on "Register" you will see your profile page.

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Figure 9 - Profile Page.

Please ensure that the details are correct, and once happy click on "Update".

You will now see the welcome screen of CZONE.

Figure 10 - Welcome Screen

Some basic information will be displayed to you such as any Open Cases that you may have, and your Account Manager details. As CZONE developers we will be adding further value-added information, however if you have suggestions then please contact us.

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4 Creating a new Support Case

In order to create a support case, you will firstly need to click on "Support" from the home page of CZONE.
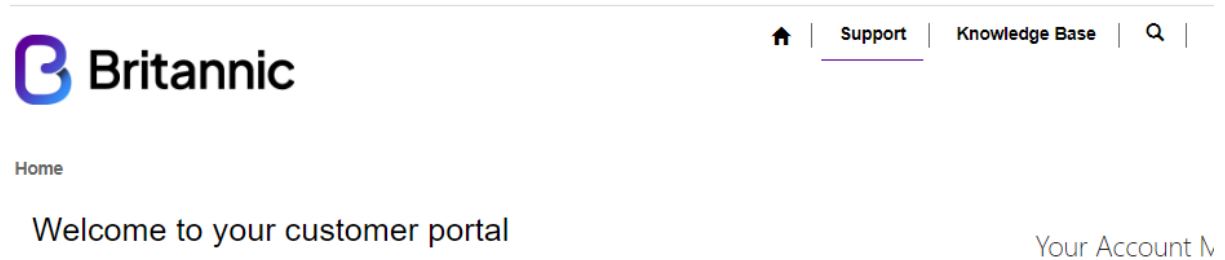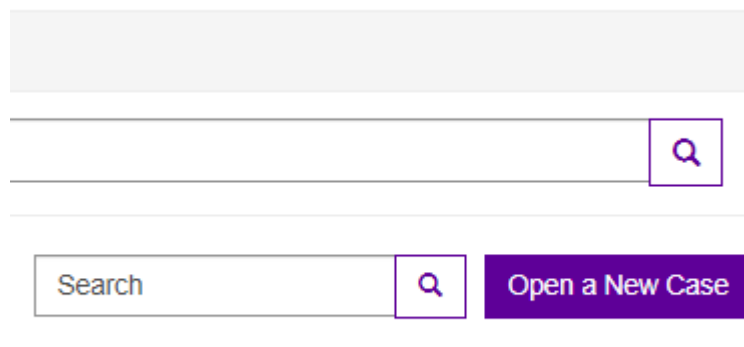

Figure 11 - Clicking on Support

Next, click on the "Open a New Case" button as shown in

Figure 12 - Open a new case.

On the next screen you can start to enter the information surrounding your new case. Those items with a red * are required information so you have to add something.

The description field is a rich text box, so you can add text and pictures directly into the field however please consider attaching pictures as attachments rather than copying to the description field. Adding attachments is particularly useful if you have screenshots or photos showing a particular failure such as flashing indicator lights on a router.

You also have the ability to upload files such as diagnostics or something similar. When adding attachments to select multiple files hold "**ctrl**" and selected the relevant files.

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Figure 13 - Case creation form.

Once you have completed the form then simply click on "Submit".

Figure 14 - Submit new case.

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5 Viewing Open Cases

There are multiple ways in which to view open cases. The first way is when you initially log into CZONE. On your home screen it will display cases that you have open.
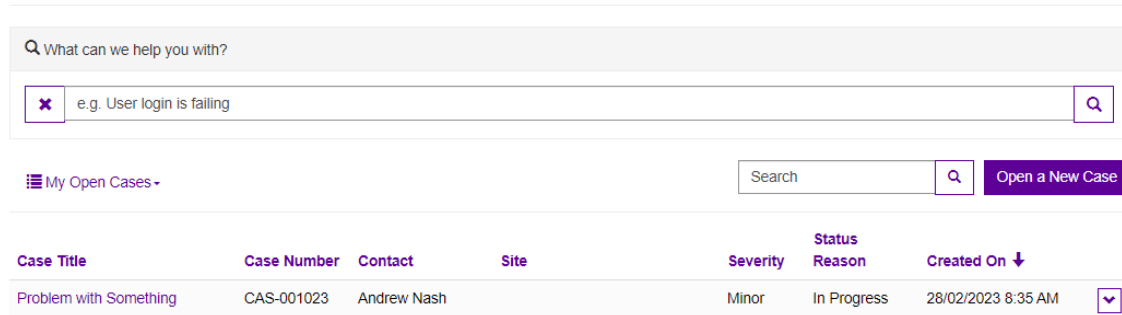

Figure 15 - Home screen Open Cases.

To access the case, you can do this by either clicking on the "Case Title" or by selecting the down arrow on the far right and then selecting "View Details".

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Figure 16 - View Case Details.

From this screen you will about view information about your case. You will be able to request an update by selecting this which will send a note to the assigned engineer.

By clicking on "Support" from the CZONE home page, you are taken to a screen where further options are available surrounding "Open Cases". If you have the necessary permissions, you have the ability to see different views of cases such as cases you have opened, closed cases and cases opened by others within your organisation.
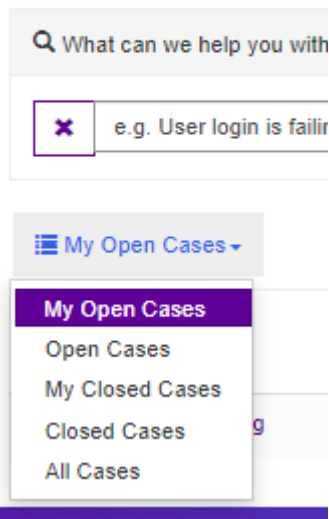
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By selecting "All Cases" this will show you all the cases opened within your organisation with Britannic Support.
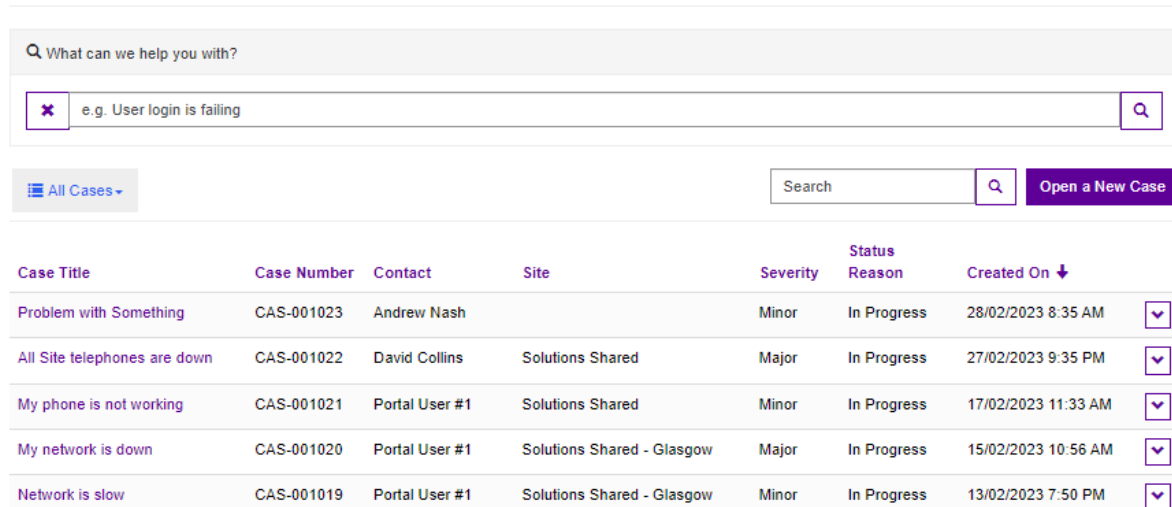

Figure 17 - View All Cases

6   Updating Cases

If, through the life of an open case, you wish to update Britannic with information or share updates, you select view details on the Open case and then go to "add comment" which will

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be added to the timeline of the case. You can also add files to the case such as diagnostics or screenshots.
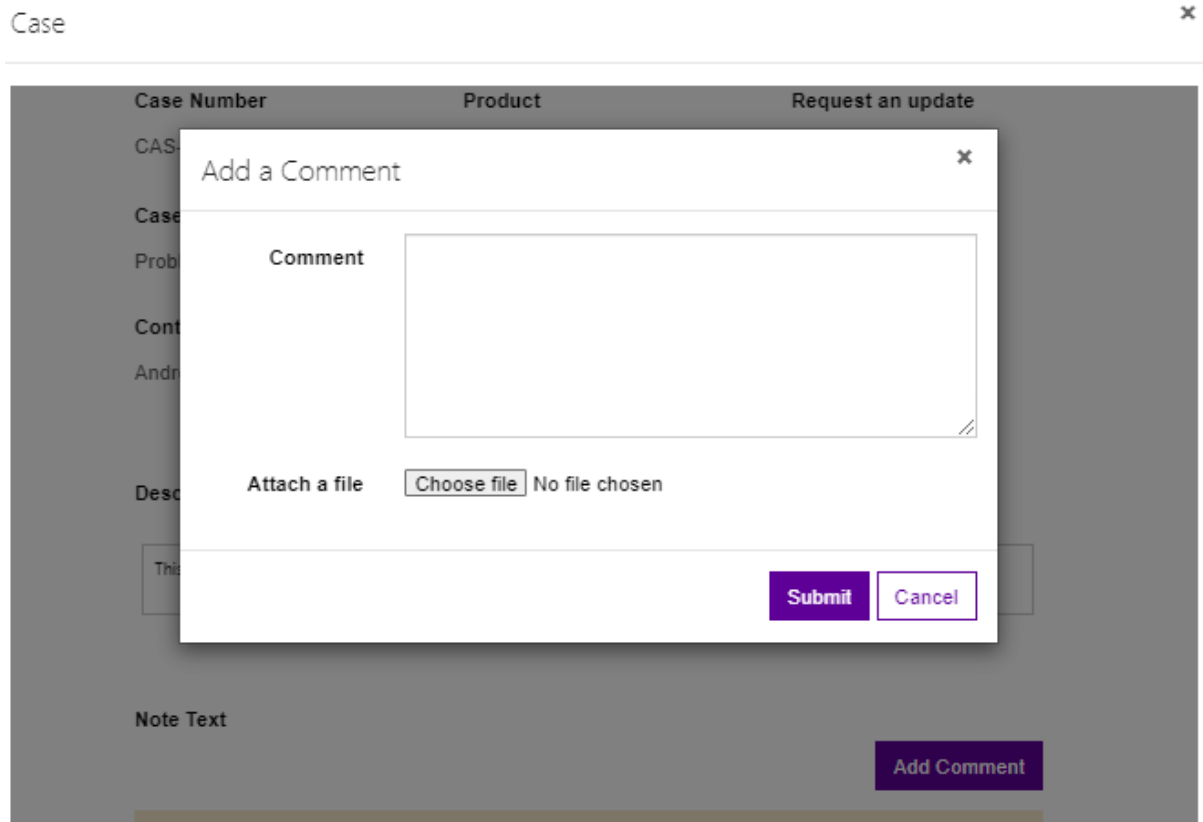

Figure 18 - Add comment to Case.

You can also "Close Case" or "Cancel Case". These functions are used when the issue has been resolved, or you no longer require support, respectively. To resolve a case, click on the Resolve button and confirm "Yes" when prompted.

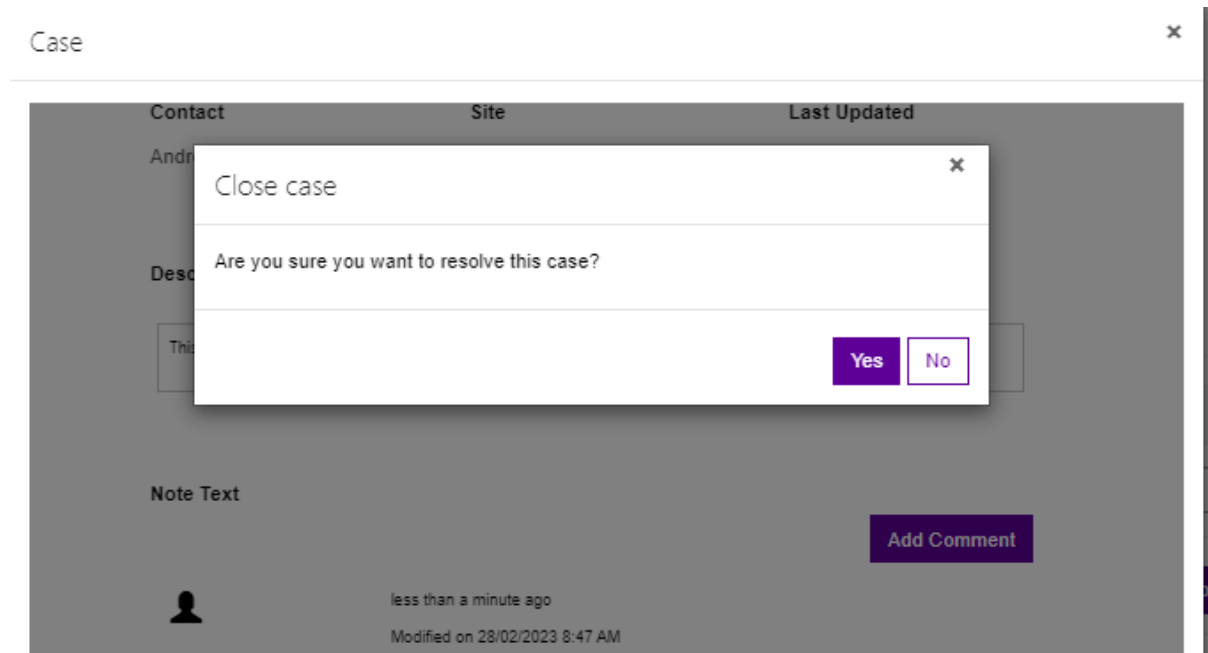| Document Owner	Head of Operations	Issue Date	February 2023
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Figure 19 - Resolve Case.

Similarly, to cancel a case just click on the "Cancel Case" button and then "yes" to confirm.

Figure 20 - Cancel Case.
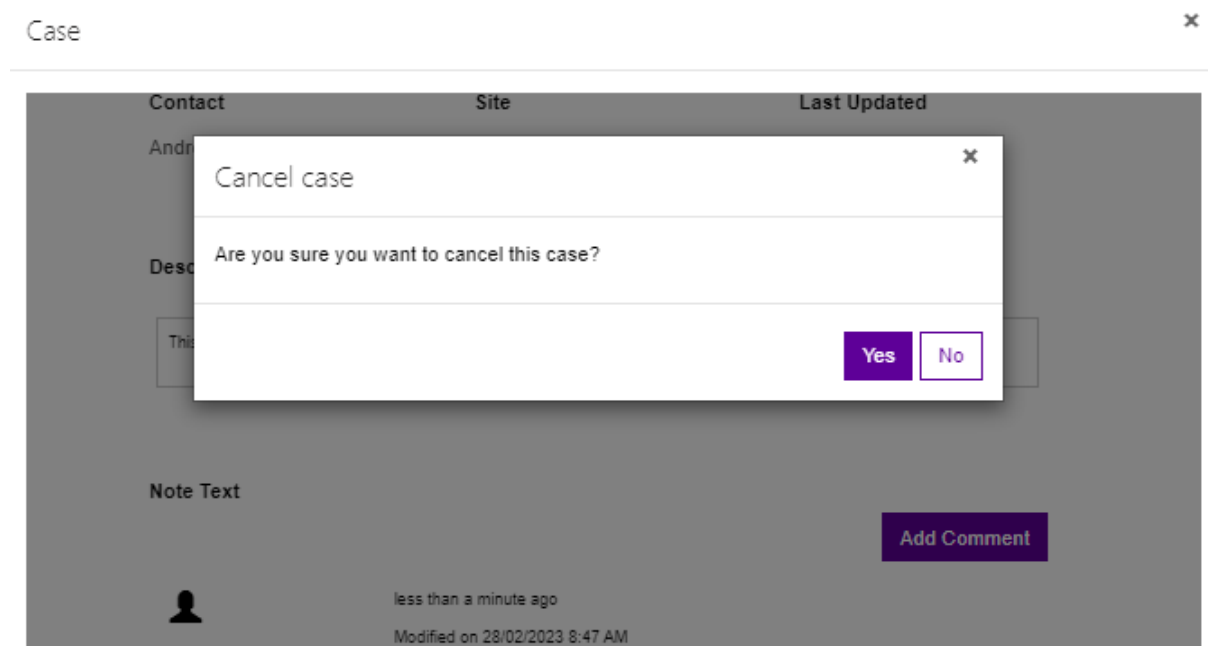
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7   Knowledge Base

Currently, the knowledge base, as we transition over to the new system has no content. Over time, this will be populated with articles of previously solved cases that may be helpful to you, and other information such as setup guides and "how to" guides.