



Sherpa Digital Client Portal Guide

Getting the most out of the client portal

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Registering an account on the Client Portal

The Sherpa Digital Client Portal can be found by clicking the 'Client Portal' menu option on our website <https://sherpadigital.com.au>, or directly at <https://clients.sherpadigital.com.au>.

Create an account

To register an account, click on 'Register' at the top of the screen.

From here, you will be presented with a form to fill out. Please enter all the necessary information and click 'Register' at the bottom of the bottom of the form.

Register Create an account with us . . .

[Portal Home](#) / [Register](#)

Personal Information

<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>
<input type="text" value="Email Address"/>	<input type="text" value="+61 Phone Number"/>

Billing Address

<input type="text" value="Company Name (Optional)"/>		
<input type="text" value="Street Address"/>		
<input type="text" value="Street Address 2"/>		
<input type="text" value="City"/>	<input type="text" value=""/>	<input type="text" value="Postcode"/>
<input type="text" value="Australia"/>		


Account Security

<input type="password" value="Password"/>	<input type="password" value="Confirm Password"/>
<input type="button" value="Generate Password"/>	<div>Password Strength: Enter a Password</div>

Join our mailing list

We would like to send you occasional news, information and special offers by email. Choose below whether you want to join our mailing list. You can unsubscribe at any time.

 Yes

<input type="checkbox"/> I'm not a robot	 reCAPTCHA Privacy Terms
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Verify your email address

After clicking the Register button, you will receive an email to verify your email address, click the 'Verify your email address' link in the email.



After clicking the verification link, you will see the following page: -

Email Verification

[Portal Home](#) / [Email Verification](#)



Your email address has been verified

[Continue To Client Area](#) →

Congratulations! You have successfully registered on the Sherpa Digital Client Portal.

How to Login to the Client Portal

To login to the Client Portal, navigate to the 'Client Portal' menu option on our website <https://sherpadigital.com.au>, or directly at <https://clients.sherpadigital.com.au>.

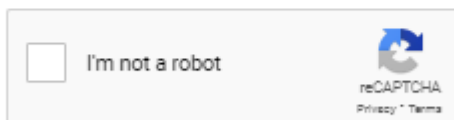
Click 'Login' at the top right of the screen and enter your email address and password as set when you registered your account.

Login This page is restricted

Email Address

Password

Remember Me



Login

Forgot Password?

Click on Captcha verification (I'm not a robot) and pass the test if needed.

Click 'Login'.

If you've forgotten your password, click on the 'Forgot Password?' button at the bottom of the login screen.

Submitting a Support Ticket

A support ticket can be raised for any request to Sherpa Digital, including issues with any of your services, or new requests such as a development task.

Whilst logged in to the Client Portal, click on the 'Open Ticket' link at top of the screen. You'll then see the 'Open Ticket' form as shown below.

Open Ticket

Portal Home / Client Area / Support Tickets / Submit Ticket

Name

Email Address

Subject

Department

Priority

Message

B I H 🔗 📄 ☰ 🔍 🗨️ 🔍 Preview ? ⌵

lines: 0 words: 0 saved

Attachments

 No file chosen

Allowed File Extensions: .jpg, .gif, .jpeg, .png, .txt, .pdf (Max file size: 512MB)

Your Name and Email Address will already be filled out with your details.

You will need to enter the **Subject**, select the **Department**, the **Priority** (see definitions of Priority below) and enter your **Message**. If you have any attachments to upload, you can choose the file to upload. Allowed file extensions are .jpg, .gif, .jpeg, .png, .txt, and .pdf. When finished click 'Submit'.

Definitions of Priority

When you open a ticket, you have the option to select the Priority of your ticket. The priority determines how much the issue is impacting you or your business, and helps us to allocate support resources as needed. When a support ticket is logged with us, it will be assessed for appropriate priority designation.

When determining your ticket priority, please base this on the **Impact** and **Urgency** of the issue, as shown in the matrix below: -

		Impact		
		High – System Wide Business Unit, Department, Location	Medium – Multiple Users Number of Users impacted	Low – Single User Single User impacted
Urgency	High Can no longer perform primary work functions	High	High	Medium
	Medium Work functions impaired, effective workaround in place	High	Medium	Low
	Low Inconvenient	Medium	Low	Low