

Click 'Admin Panel' > 'Settings' > 'Company'.

- The company profile area contains details about your organization and lets you customize your support portal
- Your support portal is the website where your users can submit tickets, track tickets or read your support content. The URL of your portal is <https://<your company name>.servicedesk.comodo.com>
- You can brand the support portal with your own logos and web page content.

Use the links below to jump to the task you need help with:

- [Open your company profile](#)
 - [Basic information](#)
 - [Site pages](#)
 - [Support website logo](#)
- [Manage site pages](#)
 - [Add a new site page](#)
 - [View / Edit a site page](#)

Open your company profile

- Login to ITarian
- Click 'Applications' > 'Service Desk'
- Open the admin panel (see the last link on the left)
- Click 'Settings' > 'Company'

Service Desk

Service Desk > Settings > Company

Company Profile

Basic Information

Company Information: Details available in email templates

Company Name: * Frontfork Services

Website: frontforkservices.com

Phone Number: 0987654321

Address: Gandhi road, Kanchipuram.

Site Pages

To edit or add new pages go to [Manage > Site Pages](#)


Landing Page: * Landing

Offline Page: * Offline

Default Thank-You Page: * Thank You

Logos ?

System Default Logo



Use a custom logo ?

Upload a new logo: No file selected.

Basic Information

- **Company Name:** The name of your organization
- **Website:** The URL of your corporate/marketing website

- **Phone Number:** Your company's contact number
- **Address:** The physical/postal address of your company
- **Company Email:** Provide the company's contact email address.

Site Pages

- This area lets you customize the pages on your support portal. This portal is where users can submit tickets to you or your support team.
- [Service Desk](#) ships with a default landing, offline, and thank-you pages.
- You can customize these pages at 'Admin Panel' > 'Manage' > 'Pages'.
- See [Manage site pages](#) if you need help with this.

Choose site pages

- Select the pages you want to use on your portal from the drop-down menus:

Site Pages

To edit or add new pages go to [Manage > Site Pages](#)

Landing Page: * ?

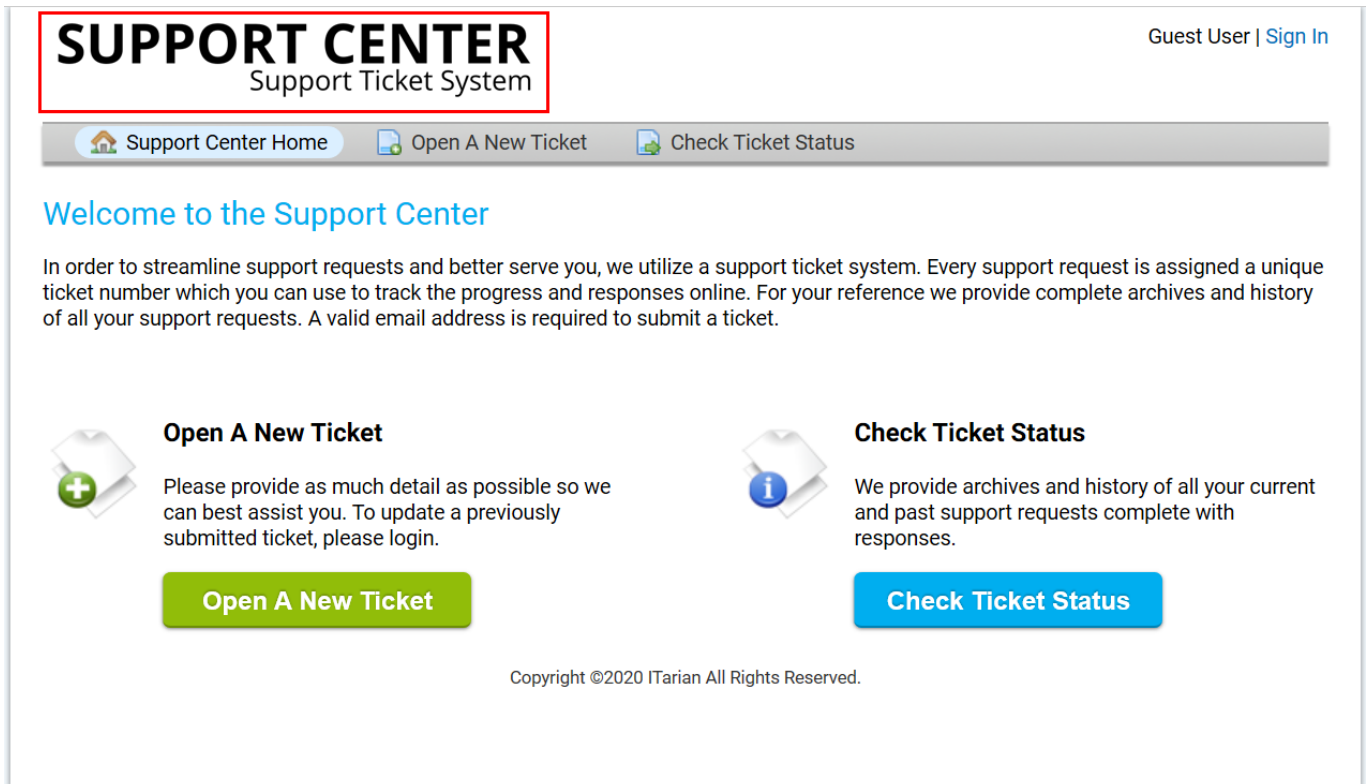
Offline Page: * ?

Default Thank-You Page: * ?

- **Landing Page:** The 'home page' of your site.
- **Offline Page:** The page shown when the support site is not available.
 - Click 'Admin Panel' > 'Settings' > 'System' to switch your support portal online or offline.
 - See [this wiki](#) to read more about system settings.
- **Default Thank-You Page:** The page that is shown after a user submits a ticket.

Logos

- The logo is the banner shown at the top-left of your support portal:




SUPPORT CENTER
Support Ticket System

Guest User | [Sign In](#)

[Support Center Home](#) [Open A New Ticket](#) [Check Ticket Status](#)

Welcome to the Support Center


In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.



Open A New Ticket

Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please login.

[Open A New Ticket](#)



Check Ticket Status

We provide archives and history of all your current and past support requests complete with responses.

[Check Ticket Status](#)

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- You can use the system default logo or upload your own company logo.
- Logo requirements:
 - Format - gif, jpg or png.
 - Dimensions - 817 px X 170 px.
- Click the browse button, select your image then click 'Open'.

Click 'Save Changes'.

Manage site pages

Click 'Admin Panel' > 'Manage' > 'Pages'

- Your support portal was automatically created when you created your ITarian account. The URL of your portal is: <https://<your company name>.servicedesk.comodo.com>
- The site pages area lets you view and manage the content of your support center pages. There are four types of pages:
 - Landing Page: Home page of your customer support center.
 - Offline Page: Displayed when the service center is not available.
 - Thank You Page: The page that is displayed after a user submits a ticket.

- Other: Pages that can be used for general content.
- Service Desk ships with one page of default content for each of the 'Landing', 'Offline' and 'Thank you' pages. You can edit these pages and create multiple versions of each type if required. However, only one page of each type can be live at any time.

Manage pages

- Open the admin panel (see the last link on the left)
- Click 'Manage' > 'Pages'

The screenshot shows the 'Service Desk' admin interface. The left sidebar contains a navigation menu with 'MANAGE' and 'Pages' highlighted with red circles. The main content area is titled 'Site Pages' and includes a table of existing pages. The table has columns for Name, Status, Type, Date Added, and Last Updated. The 'Landing_second' page is selected, indicated by a checkmark in the first column and a blue background.

| <input type="checkbox"/> | NAME ↕ | STATUS ↕ | TYPE ↕ | DATE ADDED ↕ | LAST UPDATED ↕ |
|-------------------------------------|--------------------------------|-----------|-----------------|--------------------|--------------------|
| <input type="checkbox"/> | Landing | Landing | Active (in-use) | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |
| <input type="checkbox"/> | Thank You | Thank-you | Active (in-use) | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |
| <input type="checkbox"/> | Offline | Offline | Active (in-use) | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |
| <input checked="" type="checkbox"/> | Landing_second | Landing | Passive | 02/18/2020 1:15 pm | 02/18/2020 1:15 pm |

Add a new site page

- Click 'Add New Page'

Site Pages ?

+ Add New Page ✓ Enable ⊘ Disable 🗑 Delete

Show 25 records

| <input type="checkbox"/> | NAME | STATUS | TYPE | DATE ADDED | LAST UPDATED |
|--------------------------|-------------------------|---------|-----------------|--------------------|--------------------|
| <input type="checkbox"/> | Landing | Landing | Active (in-use) | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |

Add New Page

Page information

Name: *

Type: *

— Select Page Type —

Status: *

Active Disabled

Page body: Ticket variables are only supported in thank-you pages. *

Admin Notes Internal notes.

Add Page

Reset

Cancel

Page Information

- **Name:** Enter the unique label for the page

- **Type:** Select landing page, offline page or thank-you page
- **Status:** Choose whether to activate or deactivate the page

Page Body

- Paste the content for page in the rich text editor. Please note that ticket variables are only supported in the 'Thank-you' pages.

Admin Notes

- Add any comments related to the page for internal reference.

Click the 'Add Page' button to save the page.

View or edit a site page

- Click the site page in the list.

Site Pages ?

[+ Add New Page](#) [✓ Enable](#) [⊘ Disable](#) [🗑 Delete](#)

Show 25 records

| <input type="checkbox"/> | NAME ↕ | STATUS ↕ | TYPE ↕ | DATE ADDED ↕ | LAST UPDATED ↕ |
|--------------------------|---------------------------|-----------|------------------------|--------------------|--------------------|
| <input type="checkbox"/> | Landing | Landing | Active <i>(in-use)</i> | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |
| <input type="checkbox"/> | Thank You | Thank-you | Active <i>(in-use)</i> | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |
| <input type="checkbox"/> | Offline | Offline | Active <i>(in-use)</i> | 04/30/2018 1:55 pm | 04/30/2018 1:55 pm |

Update Page

Page information

Name: *

Type: *

Status: * Active Disabled

Page body: Ticket variables are only supported in thank-you pages. *

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Admin Notes

Internal notes.

The Landing Page refers to the content of the Customer Portal's initial view. The template modifies the content seen above the two links **Open a New Ticket** and **Check Ticket Status**.

[Save Changes](#)

[Reset](#)

[Cancel](#)

- The update procedure is similar to adding a new page. See [above](#) for more details.

- Click 'Save Changes' for your modifications to take effect.