



CONNECTING PEOPLE TO  
THE CONTENT THEY LOVE



# NAGRA Customer Care Portal

## - User Guide -

# NAGRA Customer Care Portal - Content

- Objectives
- List of Features
- Login
- Homepage
- Account & Systems
- Hotline Ticket Creation
- Support Line Ticket Creation
- Ticket List
- Edit Profile
- User Management
- List of notifications

# NAGRA Customer Care Portal - Objectives

- The **objective** of NAGRA Customer Care Portal is to improve the quality of service we are providing to our valued Customers by:
  - Enabling a **single entry point** to open Service calls (Hotline & Support Line)
  - **Improving visibility** on Hotline and Support calls resolution
  - Offering relevant **Customer Service information**
  - Providing a collaborative Services platform to **share information**

# NAGRA Customer Care Portal – Login Page

- Customers can log on to the NAGRA Customer Care Portal through the Support pages of the NAGRA corporate website
  - <https://dtv.nagra.com/contact-us>

**NAGRA KUDELSKI** SECURE | ENGAGING | EFFICIENT

Contact us | Newsroom | About

## Contact us

Our international teams are just a click away to assist you in the use of our products and solutions. We look forward to hearing from you.

**NAGRA KUDELSKI** Customer Care Portal | [Home](#) | [Sign In](#)

[Sign In](#) [Redeem Invitation](#)

Sign in with a local account

\* Username

\* Password

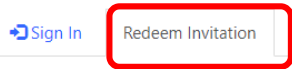
Remember me?

[Sign In](#) [Forgot Your Password?](#)

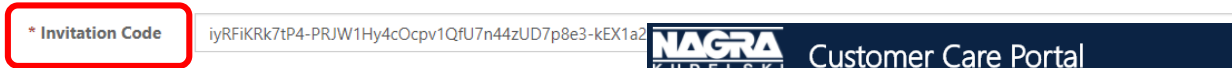
[NAGRA Customer Care Portal](#)

# NAGRA Customer Care Portal – Redeem Invitation & 1<sup>st</sup> Login

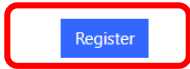
- After receiving the email invitation to join the portal, please go to NAGRA Customer Care Portal and click on Redeem Invitation
- Or Click on the link given in the email



Sign up with an invitation code



I have an existing account



[Sign In](#) [Redeem Invitation](#)

Redeeming code: iyRFiKRk7tP4-PRJW1Hy4cOcpv1QfU7n44zUD7p8e3-kEX1a2HXFAUFJc7fKtIohaQDZTc027KhJQqtIKxFnFgAwqUvakRzmK9NLqS5KwhjcvEpWMMVU5mMIElIHlcA66jpA75

Register for a new local account

[Register](#)

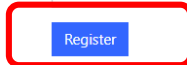
\* Email

[Azure A](#)

\* Username

\* Password

\* Confirm Password



## Password Requirement

Passwords must contain characters from **at least three of the following four** classes:

1. uppercase
2. lowercase
3. digit
4. non-alphanumeric (special)

# NAGRA Customer Care Portal – Home Page

- A Portal User will see the following options on the home page:
  - Hotline Ticket
  - Support Line Ticket
  - Account & Systems
  - User Management (Only if the Portal User has Admin Profile)

**NAGRA KUDELSKI** Customer Care Portal | Beximco Communications Limited | Home | Jon Doe ▾

Hotline ticket | Support Line ticket | Accounts & Systems | Users Management

Open Tickets ▾

Search [ ] [ ] [ ] [ ]

Ticket Number	Title	Ticket Type	Account	System ID	Created By	Status	Created On
No matching records found							

# NAGRA Customer Care Portal – Accounts & System

- On clicking on Accounts & System, portal user will see list of Accounts he/she belongs to

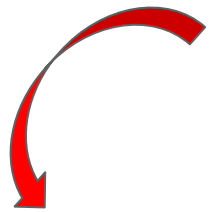


Home > Accounts

Search [ ] [ ] [ ]

Account Name	Street	City	Postal Code	Country
<a href="#">Beximco Communications Limited</a>	Level-10 SAM Tower	Dhaka	1212	Bangladesh

Showing 1 to 1 of 1 rows



Systems List

Name	System ID ↑	Contract Type	End Date
<a href="#">BHL-HE-CAS-Lab-Connect2</a>	30951		
<a href="#">BHL-HE-CAS-Prod-Connect2</a>	30950		

On clicking the Account Name, user can see account details, system list and documentation shared by NAGRA

Documentation

On clicking the system name, portal user will see System details and system documentation shared by NAGRA

Contract Type and End Date will be shown here

**Hotline ticket** | Support Line ticket | Accounts & Systems | Users Management

Home > New Hotline Ticket

**Ticket Type \***

Hotline

**Severity \***

High

Submit a Hotline Ticket allows you to place a request for urgent problems requiring immediate attention such as actual or potential System Failure or inoperability.

**Ticket Title \***

Hotline Ticket Testing

A NAGRA Hotline Engineer will call you back to solve the issue.

**Account \***

Beximco Communications Limited

**System \***

BHL-HE-CAS-Prod-Connect2

**Description \***

Hotline Ticket Testing

**Attach a File**

Choose Files ErrorDetails.txt

Processing...



- 24 Hotline ticket
- Support Line ticket
- Accounts & Systems
- Users Management

<b>Ticket Number</b>	<b>Title *</b>
TKT-06741-P6D0	Hotline Ticket Testing
<b>Ticket Type *</b>	<b>Severity *</b>
Hotline	High
<b>System *</b>	<b>System ID</b>
BHL-HE-CAS-Prod-Connect2	30950
<b>Account *</b>	<b>Contact</b>
Beximco Communications Limited	Jonnie Dow
<b>Contact Phone</b>	
+41792378661	
<b>Description</b>	
Hotline Ticket Testing	

Thank you for contacting the NAGRA Hotline 24/7.  
A qualified NAGRA engineer will contact you shortly. The maximum call back time is 0.75 hours.  
This value is based on your maintenance & support contract with NAGRA.

**Portal User can use 'Add Comment' feature to communicate with NAGRA Engineer**

**Add Comment**

 Jonnie Dow  
about a minute ago  
Modified on 8/19/2017 11:57 PM  
 [ErrorDetails.txt \(1.46 KB\)](#)

Hotline ticket | **Support Line ticket** | Accounts & Systems | Users Management

Home > **New Support Line Ticket**

**Ticket Type \*** Support Line ▾ **Severity \*** Medium ▾

**Ticket Title \*** Support Line Ticket Testing

**Account \*** Beximco Communications Limited [x] [Q] **System \*** BHL-HE-CAS-Lab-Connect2 [x] [Q]

**Description \***  
Support Line Ticket Testing

Submit a Support Ticket allows you to place requests directly to your local Support team. These requests can be:

- Problems that do not directly impact subscribers or system stability
- Requests for planned operations or configuration changes
- Technical questions

For headend, please open a Hotline ticket if the severity is considered as High or Critical.

**Attach a File**  
Choose Files | errorDetails.txt

**Submit**

# NAGRA Customer Care Portal – Support Line Ticket Creation

2/2

**NAGRA** KUDELSKI Customer Care Portal Beximco Communications Limited | Home | Jonnie Dow

**24** Hotline ticket | **Support Line ticket** | **Accounts & Systems** | **Users Management**

<b>Ticket Number</b>	<b>Title *</b>
TKT-06742-J3G0	Support Line Ticket Testing
<b>Ticket Type *</b>	<b>Severity *</b>
Support Line	Medium
<b>System *</b>	<b>System ID</b>
BHL-HE-CAS-Lab-Connect2	30951
<b>Account *</b>	<b>Contact</b>
Beximco Communications Limited	Jonnie Dow
<b>Contact Phone</b>	
+41792378661	
<b>Description</b>	
Support Line Ticket Testing	

Thank you for contacting the NAGRA Support Line.

A qualified NAGRA engineer will contact you soon, according to your maintenance & support contract.

**Portal User can use 'Add Comment' feature to communicate with NAGRA Engineer**

**Add Comment**



Jonnie Dow  
less than a minute ago  
Modified on 8/20/2017 12:13 AM

[ErrorDetails.txt \(1.46 KB\)](#)

# NAGRA Customer Care Portal – Ticket List

-  Hotline ticket
-  Support Line ticket
-  Accounts & Systems
-  Users Management

Open Tickets ▾

Search   

Ticket Number	Title	Ticket Type	Account	System ID	Created By	Status	Created On
<a href="#">TKT-06742-J3G0</a>	Support Line Ticket Testing	Support Line	Beximco Communications Limited	30951	Jonnie Dow	In Progress	8/20/2017 12:13 AM
<a href="#">TKT-06741-P6D0</a>	Hotline Ticket Testing	Hotline	Beximco Communications Limited	30950	Jonnie Dow	In Progress	8/19/2017 11:57 PM
<a href="#">TKT-06672-T5G1</a>	sdgsdfg	Support Line	Beximco Communications Limited	30950	Jaafar Karker	In Progress	8/16/2017 10:33 AM
<a href="#">TKT-06671-N1S9</a>	fsddfsdfs	Hotline	Beximco Communications Limited	30950	Jaafar Karker	In Progress	8/16/2017 10:31 AM
<a href="#">TKT-06665-F0S4</a>	30950 160820179551812	Hotline	Beximco Communications Limited	30950	test test	In Progress	8/16/2017 09:06 AM
<a href="#">TKT-06664-K5W0</a>	30950 160820179436546	Hotline	Beximco Communications Limited	30950	test test	In Progress	8/16/2017 09:04 AM
<a href="#">TKT-06662-J1V2</a>	UAT HL Ticket from Portal	Hotline	Beximco Communications Limited	30950	Jonnie Dow	In Progress	8/15/2017 11:28 PM

Showing 1 to 7 of 7 rows

# NAGRA Customer Care Portal – Edit Profile

- Hotline ticket
- Support Line ticket
- Accounts & Systems
- Users Management

Home > Profile

## Profile

Beximco Communications Limited | Home | Jonnie Dow ▾

**Profile**



- Jonnie Dow
- Profile
- Security
  - Change Password
  - Change Email

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Email Address** and **Phone** number are required but will not be displayed on the site.

Your **Company Name** is required, and a **Job Title** is optional. They will be displayed with your comments and forum posts.

### Your Information

<b>First Name *</b>	<input type="text" value="Jonnie"/>	<b>Last Name *</b>	<input type="text" value="Dow"/>
<b>Business Phone</b>	<input type="text" value="+217323243"/>	<b>Mobile Phone</b>	<input type="text" value="+41792378661"/>
<b>E-mail *</b>	<input type="text" value="abhay.kumar@nagra.com"/>	<b>Job Title</b>	<input type="text" value="CAS Manager"/>
<b>Company Name</b>	<input type="text" value="Beximco Communications Limited"/> <input type="button" value="x"/> <input type="button" value="Q"/>		

Update

# NAGRA Customer Care Portal – User Management



Hotline ticket



Support Line ticket

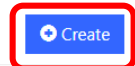


Accounts & Systems



Users Management

Home > Users



Search



Full Name	Email	UserName	Account	Status
Jaafar Karker	jaafar.karker@nagra.com	karker	Beximco Communications Limited	Active
Jon Doe	abhay.kumar@nagra.com	AdminUser1	Beximco Communications Limited	Active

- If the Portal User has administrator rights, it is possible to
  - Edit other user's details
  - Deactivate other user(s)

- If the Portal User has administrator rights, it is possible to create other users
- All users created from Portal will have Standard Portal User Profile
- If the Customer wants more Admin Portal User, they have to contact NAGRA's Program Manager

# Email Notifications

Scenario	Email Notification Recipients
Invitation email to join NAGRA Customer Care Portal	Customer User
New Support Line ticket created in the Portal	Customer contact as defined in this Support ticket
New Hotline ticket created in the Portal	Customer contact as defined in this hotline ticket
New message added by the NAGRA engineer	Customer contact as defined in the ticket
Password recovery & new password set	Customer User



[dtv.nagra.com](http://dtv.nagra.com)