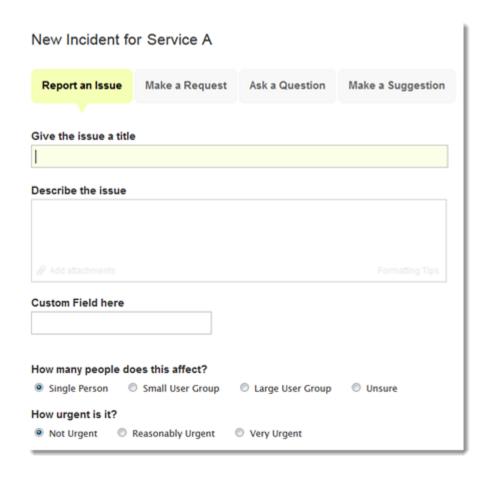
Self Service Portal User Guide

ESNEFT Pathology Service

- 1. Log in to the Pathology Self Service Portal with your email address and password at https://esneftpathology.assist.com/portal
- 2. Click **New Incident** in the top navigation.
- Select the type of incident by selecting Report an Issue > Make a Request > Ask a Question > Make a Suggestion.
- 4. Fill in the information as prompted.
- 5. Click **Save** when finished. The incident will be available to view and track under **My Incidents**.

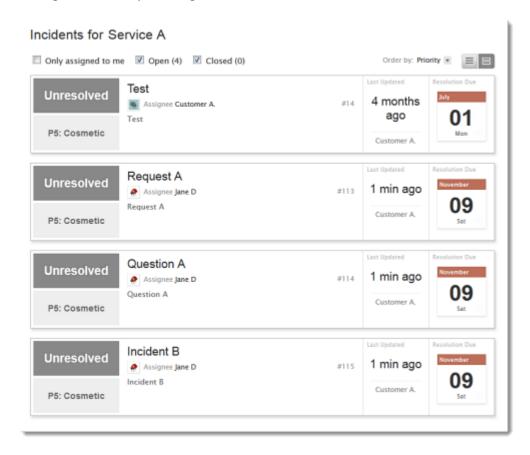


Track submissions and add comments

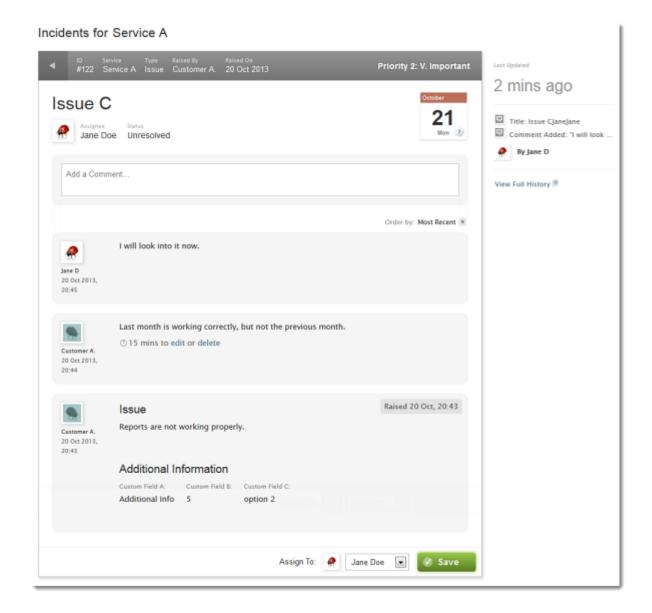
You can view all of the incidents that you submit in the Customer Portal, which allows you to track their progress, add comments and even view comments from the service desk agents.

Customers can view all of the incidents that they submit in the Customer Portal, which allows them to track their progress and even add comments.

- 1. Log in to GoToAssist Service Desk with your email address and password at https://esneftpathology.assist.com/portal
- 2. Click My Incidents in the top navigation to view the My Incidents page.
- Use the "Only assigned to me," "Open" and "Closed" check boxes at the top to filter the incidents.
- Use the "Order by" drop-down menu above the due date to sort the incidents.
- Change the view by clicking the le icons.



- 3. Click an incident to view its details, including the assignee, status and estimated resolution date, as well as comments that the agent leaves on the incident. An activity history is also listed in the right navigation.
- 4. If desired, click **Add a Comment** to send a message about the incident to the agent, then click **Save** when finished.



View messages from agents

If agents publish messages to the Customer Portal, you can view them by clicking **Messages** in the top navigation.

If agents publish messages to the Customer Portal, customer can view them by clicking **Messages** in the top navigation.

- 1. Log in to GoToAssist Service Desk with your email address and password at https://esneftpathology.assist.com.
- 2. Click **Messages** in the top navigation.



- 3. On the message page, the following options are available:
- Get notifications Click Watchlist to get email notifications if changes are made to this
 message in the future.
- Leave comments Enter text in the Add a Comment field and click **Save** to add a comment (if enabled by the agent on a per-message basis).