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.

3. 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 ☰☰ 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.

Incidents for Service A

ID	Service	Type	Raised By	Raised On		
#122	Service A	Issue	Customer A.	20 Oct 2013	Priority 2: V. Important	Last Updated

Issue C

2 mins ago

Assignee: Jane Doe
Status: Unresolved

October 21 Mon

- Title: Issue CJaneJane
- Comment Added: "I will look ...
- By Jane D

View Full History

Add a Comment....

Order by: Most Recent

Jane D
20 Oct 2013, 20:45

I will look into it now.

Customer A.
20 Oct 2013, 20:44

Last month is working correctly, but not the previous month.
⏱ 15 mins to edit or delete

Customer A.
20 Oct 2013, 20:43

Issue   Raised 20 Oct, 20:43

Reports are not working properly.

Additional Information

Custom Field A:	Custom Field B:	Custom Field C:
Additional Info	5	option 2

Assign To: Jane Doe ▾ ✓ Save

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.

Search Messages for Service A

Enter your question or issue title here...

Messages   Order by: Newest ▾

General

Message B

📌 Message A

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).