

Getting Started – Setting Your Password

To access the support portal for the first time, you'll need to set up your account and create a password. Here's how to do it:

Step One: Go to the Help Centre

- Visit the portal URL
<https://customer.servicedesk.energyone.com/>
- You will see a screen like this:
- Enter your email then select 'Next'

Help Center

Can't login?

If you are unable to login, please contact us: [here](#)

Enter your email to log in or sign up

Email address

Next

Step Two: Sign Up With Password

- You'll now see a confirmation screen with your email pre-filled
- Select 'Sign up with password'

Help Center

Sign up to continue

Email address

By selecting sign up, you agree to the [Privacy Policy](#) and this [Notice and Disclaimer](#).

Sign up with password

Step Three: Check Your Inbox

- You'll receive an email with a private sign-up link.
- Click the link in that email to finish setting your password and complete your account setup.
- Didn't get the email? Check your spam folder, or click 'Resend signup link' on the same screen.

Help Center

Check your email to finish signup

We've sent a private signup link to

Resend signup link

Setup Complete

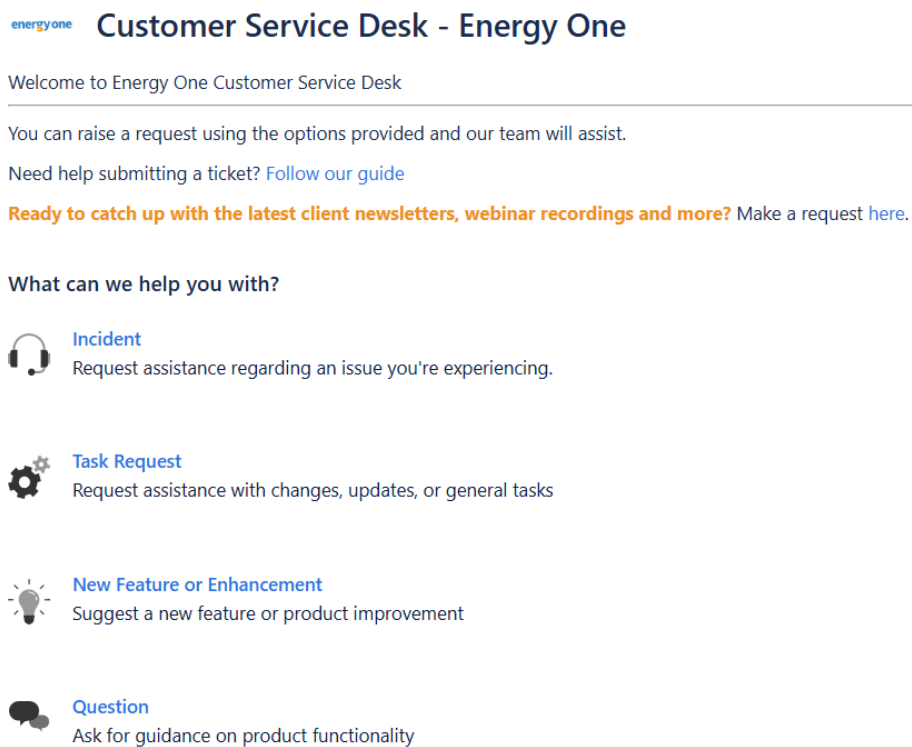
- Once you've set your password, you can log in to the Help Centre and start raising and tracking tickets.

Getting Started – Navigating the Portal

Once your account is set up and you've logged in, here's how to find what you need, raise a request, and track your tickets.

Step One: Choose Your Request Type

- **After logging in, you'll see the available request categories:**
 - Incident – Something isn't working
 - Task Request – You need help with a change or general request
 - New Feature or Enhancement – Suggest improvements
 - Question – Ask about product functionality
- **Click the option that best matches your need.**



Step Two: Fill Out and Submit the Request Form

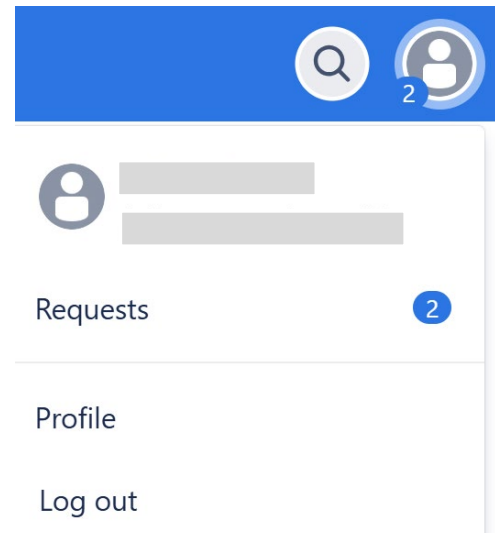
- **Provide the required details, including:**
 - Environment (Production or Testing)
 - Impact and Urgency
 - A clear Description of the issue or request
- **Then click submit**



Tip: The more detail you provide, the more efficiently we can assist you.

Step Three: View Your Open Requests

- Click your profile icon in the top right and select **Requests**.
- You'll see a list of all your open requests, including:
 - Ticket number (e.g., CSD-1441)
 - Summary
 - Status (e.g., Waiting for Support)



Step Five: Check Ticket Details and Add Info

- Click any ticket to open it and view full details.
- From here, you can:
 - See the status
 - Add comments or more information
 - Cancel the request (if needed)
 - Share the request with others
 - Interact with the support team

[Help Center](#)

Requests

[Edit list view](#)

Request contains...	Q	Status: Open requests	All	Request type	
Type	Reference	Summary	Status	Service project	Requester
	CSD-1457	testing testing	WAITING FOR SUPPORT	Customer Service Desk - Energy One	
	CSD-1456	testing testing	WAITING FOR SUPPORT	Customer Service Desk - Energy One	

Need Support?

If you have issues logging in or using the portal, please contact our support team at:
customersupport@energyone.com