

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

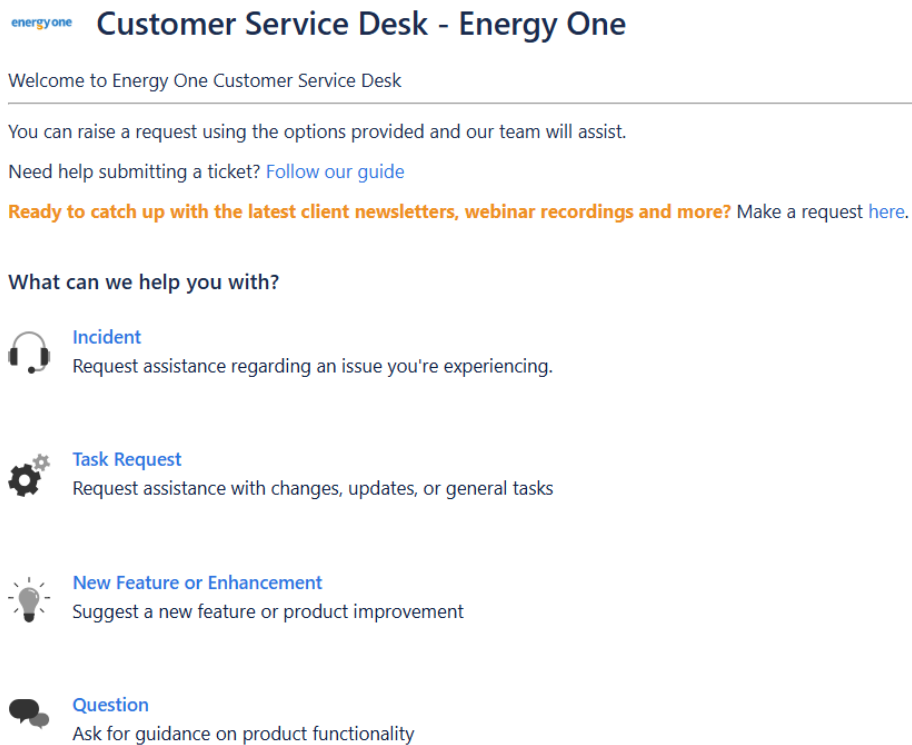
- Once you've set your password, you can log in to the Help Centre and start raising and tracking tickets.

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

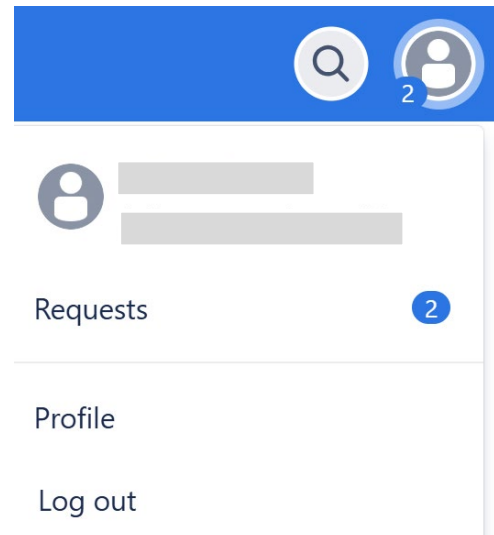
- **Provide the required details, including:**
 - Environment (Production or Testing)
 - Impact and Urgency
 - A clear Description of the issue or request
- **Then click submit**



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](#)
[Edit list view](#)

Requests

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	

Getting Started – Cancelling or resolving by yourself

You can cancel and resolve a request by yourself by clicking on the ticket and you see those options on the right side:

The “Resolve” option is only displayed at specific stages.

 [Cancel the request](#)

 [Resolve the issue](#)

Getting Started – Set Up the Correct Time Zone

If the time displayed on your tickets is incorrect, click on your profile icon in the top-right corner. Then, select "Profile". In your profile settings, you can update the language and time zone of the portal.

Language and time zone

Language

English (United States)

Time zone

(GMT+01:00) Paris

[Edit account preferences](#)

Need Support?

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