Red River

WHAT TO EXPECT **RED**CONNECT

CONTACTING THE SERVICE DESK
- NEW customer portal: https://redconnect.redriver.com
- Phone and email will remain the same

EMAIL NOTIFICATIONS
- Email notifications will have new branding from our RedConnect portal (examples below)

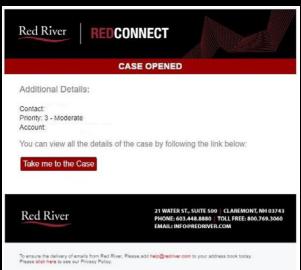## YOU WILL NOTICE UPON YOUR INITIAL LOGIN TO THE NEW PORTAL
- Support issues will be managed as Case type tickets instead of Incidents.
- If there is an associated Problem, this will be handled by a Major Case ticket.
- Change Requests will be shown with the expected change dates and plan.

NEW FEATURES COMING SOON INCLUDE
- Self-service organization management by customer admins
- Role based portal access for different users
- Email subscription management
- Multi-factor authentication (MFA) upon request
- Searchable knowledge base for service documentation and customer specific SOP's.

SERVICENOW EMAIL NOTIFICATION EXAMPLES

CASE OPENED FOR CUSTOMER

Red River | **RED**CONNECT

CASE OPENED

Additional Details:

Contact:
Priority: 3 - Moderate
Account:

You can view all the details of the case by following the link below:

[Take me to the Case]

Red River

21 WATER ST., SUITE 500 | CLAREMONT, NH 03743
PHONE: 603.448.8880 | TOLL FREE: 800.769.3060
EMAIL: INFO@REDRIVER.COM

To ensure the delivery of emails from Red River, Please add help@redriver.com to your address book today.
Please click here to see our Privacy Policy.

CASE RESOLVED

Red River | **RED**CONNECT

CASE RESOLVED

Additional Details:

Contact:
Priority: 3 - Moderate
Closed by: Bryn Hemmings
Resolution Code: Solved – Fixed by Support/Guidance provided
Resolution Notes: Closing per customer request.

If you feel the case is not resolved, click the reject button below. Otherwise click the accept button to close the case. If no further action is taken, the case will be closed within 24 hours.

[Click here to accept] [Click here to reject]

You can view all the details of the case by following the link below:

[Take me to the Case]