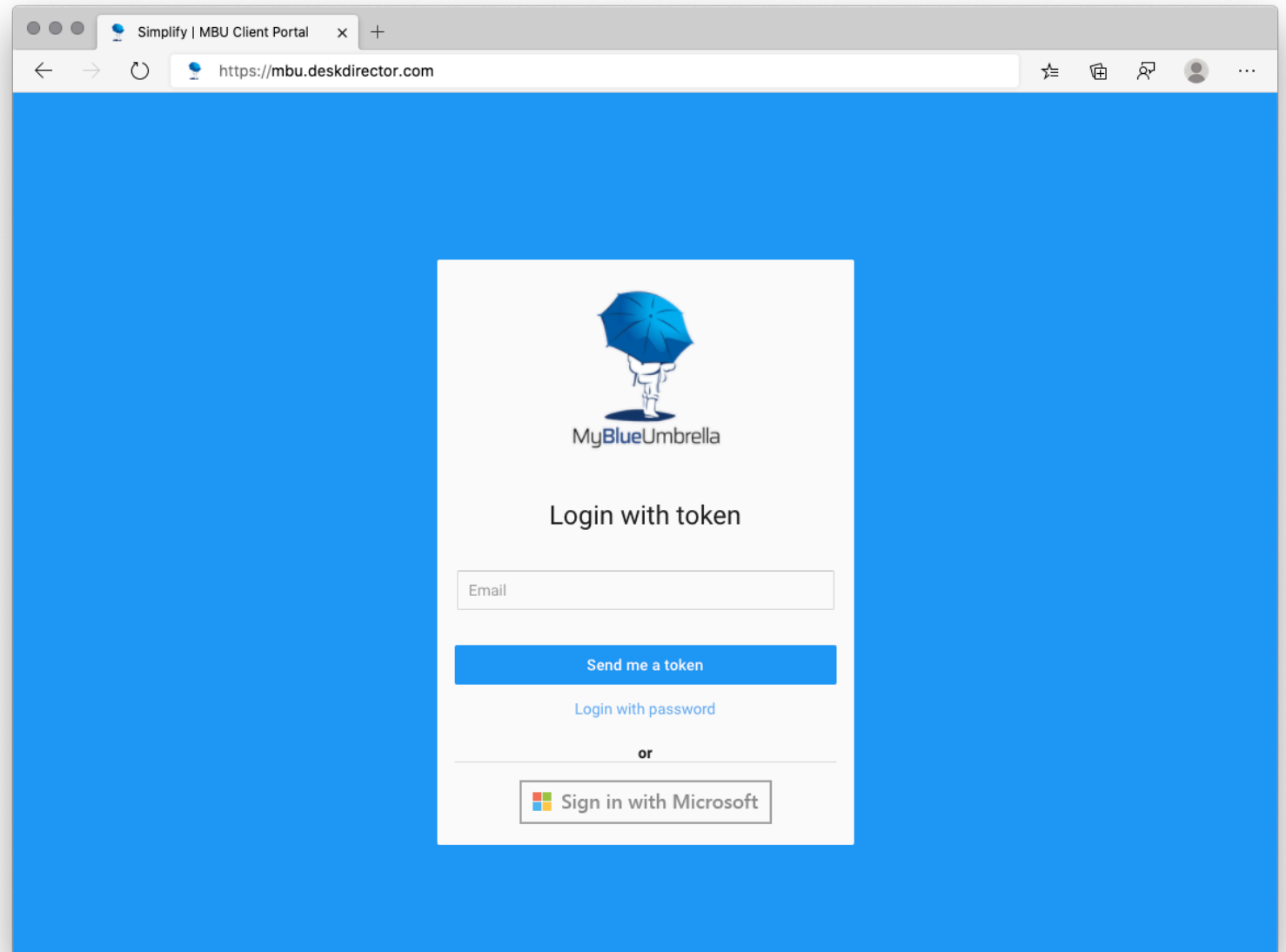
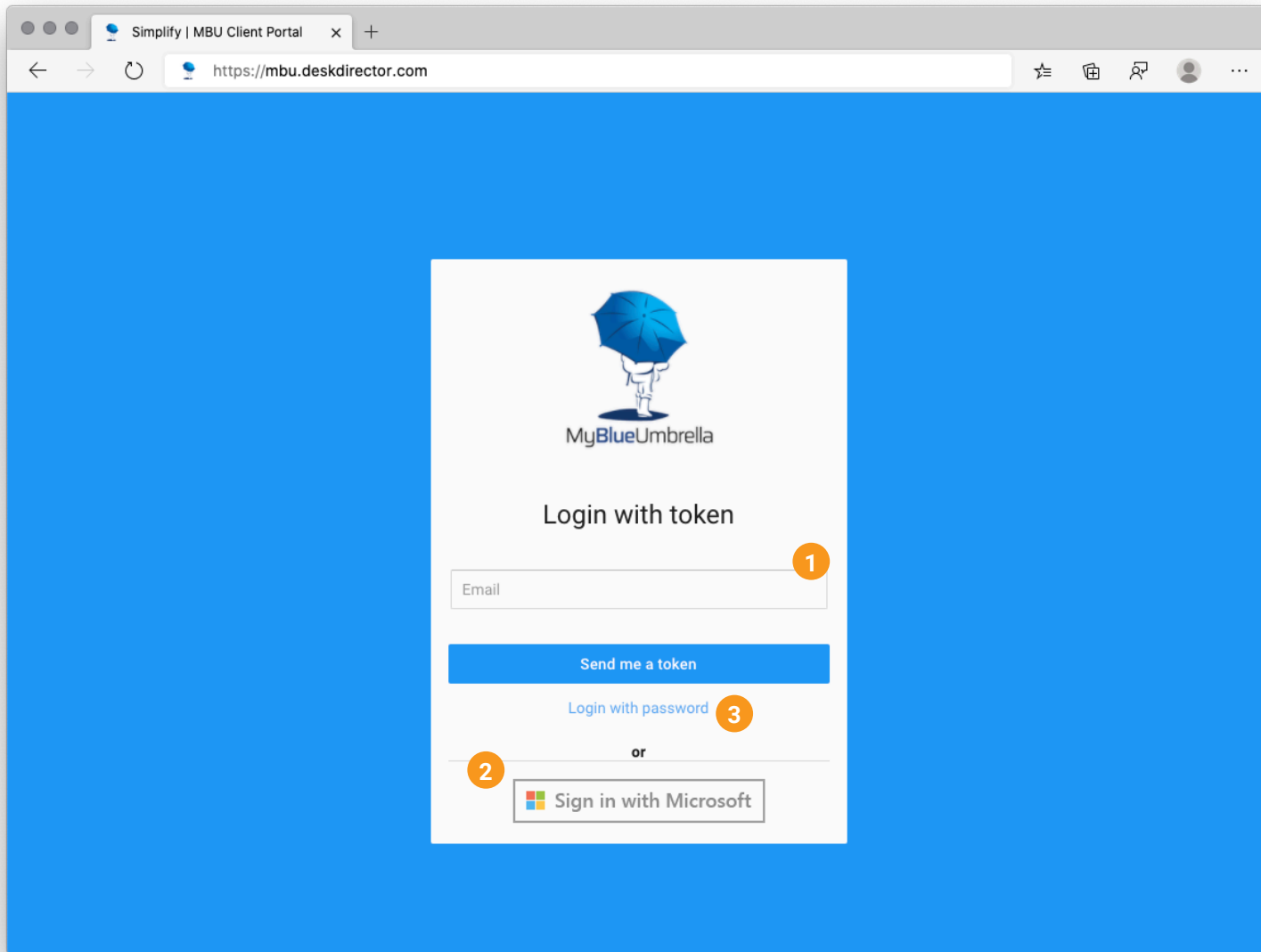


Welcome to **SIMPLIFY** the MBU Client Portal

The new best way to get support

<https://mbu.deskdirector.com>





Login Options

1. Enter your email address and receive a message with a unique token to log in automatically
2. Sign in with your Office365 account for a Single Sign-On experience
3. Log in with a username and assigned password.

NOTE: We will try to make it easy for you. Based on your set up any of the options will be availed to you

Email with a unique token example

The screenshot shows an email client window with a blue header bar. The title bar reads "Your Simplify - MBU Client Portal one-time token - 296154 - Inbox". Below the header is a "Message" section with various action icons: Delete, Archive, Reply, Reply All, Forward, Attachment, Meeting, Move, Junk, Read/Unread, Follow Up, and Send to OneNote. The email content is as follows:

Your Simplify - MBU Client Portal one-time token - 296154

MS MBU Support <support@mbu.ca> Today at 1:03 PM
To: dd.user

YOUR SIMPLIFY - MBU CLIENT PORTAL ONE-TIME TOKEN IS BELOW

Your one-time token to log in is listed below. You can either copy the token into Simplify - MBU Client Portal or hit 'Login Now' to send it there automatically.

296154



[Login Now](#)


An orange callout bubble points to the "Login Now" button with the text: "Click to instantly log in to Simplify".


How to request support


The screenshot displays the 'Simplify - MBU Client Portal' interface. The top navigation bar includes the account name 'Account: MBU Demos' and a user profile icon. The left sidebar contains the 'MyBlueUmbrella' logo and a menu with 'Contact Support' (highlighted), 'Tickets', 'Learning', and 'Notifications'. The main content area is titled 'Request Support' and features a 'Create a New Ticket' section. This section includes the heading 'Create a New Ticket', a sub-heading 'Fill out a form for something specific or give us a brief description of your issue.', and a prominent blue button labeled 'Create a New Ticket'. To the right of this text is a large circular icon depicting a clipboard with a checklist and a pen. An orange callout bubble with white text points to the 'Create a New Ticket' button, stating 'Click here to create a new ticket'.


Choose a category, if applicable...


Simplify - MBU Client Portal Account: MBU Demos  

 MyBlueUmbrella

 Contact Support

 Tickets


 Learning

 Notifications

Request Support > Ticket Categories



Create a New Ticket
Select an option below.


[Cant find anything?](#) [Something Else](#)


No.	Option Name	
1	Staff Changes	
2	Email-Related	
3	General	


We can customize them to meet your business needs


Drill down to a specific option...


Simplify - MBU Client Portal Account: MBU Demos  

 MyBlueUmbrella

 Contact Support

 Tickets

 Learning

 Notifications

Request Support > Ticket Categories > Staff Changes



Create a New Ticket
Select an option below.


[Cant find anything?](#) [Something Else](#)


No.	Option Name	
1	Onboarding	>
2	Offboarding	


After selecting the relevant category, you can drill down and choose different options


Choose a category, if applicable...


Simplify - MBU Client Portal Account: MBU Demos  

 MyBlueUmbrella

 Contact Support

 Tickets

 Learning

 Notifications

Request Support > Ticket Categories

Create a New Ticket
Select an option below.

[Cant find anything?](#) [Something Else](#)

No.	Option Name	
1	Staff Changes	>
2	Email-Related	
3	General	

If the available options don't suit your type or request, you can always select "Something Else"



Contact Support

Tickets

Learning

Notifications

Request Support > Ticket Categories > Something Else

Something Else

Give us a brief description of your request

Summary

Enter a few words describing your request

Description

Enter more details about your request

Here is where you write your support request. We'll prefill it with required questions to help you log a ticket with all the necessary information

You can attach files as well

[Click to paste images from clipboard](#)

Attach Files

Submit



Contact Support

Tickets

Learning

Notifications

Request Support > Ticket Categories > Staff Changes > Onboarding

New User's Full Name *

Your Answer

New User's Email Address *

Your Answer

New User's Phone Number

Telephone number and extension where they should be contacted

Your Answer

Copy from another user?

Are they replacing or mirroring an existing/previous user? *


Additional details will appear based on your choice

- brand new user
- replace existing/previous user
- mirror existing/previous user

Some tickets will consist of a form to fill in to make it even easier to get the most accurate information from you, and solve your ticket as fast as possible!

Simplify - MBU Client Portal Account: MBU Demos

Tickets / Looking for some help with Excel #551304



Contact Support

Tickets

Learning

Notifications

Ticket Owner
DU DD User

Assigned Technicians

CC
cdandrea@mbudemos.com

Ticket Details

Priority
Priority 3 - Medium

Status
New (dd) >

Board
MBU - Support

Ticket Number
551304

Date Created
Apr 14, 2020 4:40:41 PM

Last Updated
Apr 14, 2020 4:40:43 PM

Looking for some help with Excel

Print Refresh

DU DD User added a note Today at 4:40 PM


Are you making this request on behalf of someone else?

- Please contact me directly

Please provide as much detail as possible

When I attempt to make a database connection, Excel crashes

Optional Information

DU DD User uploaded  Screen Shot 2020-04-14 at 4.40.04 PM Today at 4:40 PM

END OF TIMELINE

Reply Close Ticket

Write your reply here


Attach Files

Reply

See ticket details, e.g. people working on your ticket, board, priority, ticket number

You will also see a quick notification on every ticket update

You can update a ticket here, add a note, and close it



Ticket Update
Ticket 551304 updated. Status is now Closed – Do Not Send Email
Google Chrome • mbu.deskdirector.com

My/All Tickets, Open/Closed Tickets

The screenshot displays the 'Simplify - MBU Client Portal' interface. The browser address bar shows the URL 'https://mbu.deskdirector.com/portal/v2/tickets'. The page header includes the portal name and a user account dropdown for 'MBU Demos'. A left-hand navigation menu contains 'Contact Support', 'Tickets', 'Learning', and 'Notifications'. The main content area is titled 'Tickets' and features a search bar, a 'Sort by: Newest first' dropdown, and filter buttons for 'My tickets' and 'Open tickets 2'. Two tickets are visible: one titled 'Looking for some help with Excel #551304' created at 4:40 PM, and another titled 'John Doe is starting on Monday #551285' created at 2:54 PM. Three orange callout boxes provide instructions: one points to the 'My tickets' filter, another points to the ticket list, and a third points to the ticket details area.

View your tickets or all company's tickets *


You will see all your open and closed tickets here

Drill down to a ticket timeline and stay informed about your ticket progress

* Based on your permission level

Simplify - MBU Client Portal Account: MBU Demos

Tickets / Need some major help with this one #551311



Contact Support

Tickets

Notifications

Ticket Owner
DD FastTrack Change

Assigned Technicians

CC
cdandrea@mbudemos.com

Ticket Details
Priority Priority 3 - Medium
Status New (dd) >
Board MBU - Support
Ticket Number 551311
Date Created Apr 14, 2020 9:15:14 PM
Last Updated Apr 14, 2020 9:15:16 PM

Need some major help with this one Print Refresh

DD FastTrack added a note Today at 9:15 PM

Are you making this request on behalf of someone else?

- Please contact me directly

Optional Information

END OF TIMELINE

Reply **FastTrack Ticket** Close Ticket

Sorry, it looks like this is going to need some special attention

Attach Files FastTrack Ticket

Click here to go back to the request page

Or choose from the menu

Click here to FastTrack your ticket if it needs to be escalated *

* Based on your permission level



Contact Support

Tickets

Learning

Notifications

Tickets / Not an emergency, but... #551312

Ticket Owner

DU DD User
Change

Assigned Technicians

CC

cdandrea@mbudemos.com

Ticket Details

Priority
Priority 3 - Medium

Status
> Cancelled

Board
MBU - Support

Ticket Number
551312

Date Created
Apr 14, 2020 9:40:52 PM

Last Updated
Apr 14, 2020 9:41:23 PM

Not an emergency, but...

Print

DU DD User added a note Today at 9:40 PM

Are you making this request on behalf of someone else?

- Please contact me directly

Optional Information

DU DD User added a note Today at 9:41 PM

never mind, not really needed

[Show more](#)

System uploaded MBU Ticket #551312/ UPDATED / Not an emergency, but....eml Today at 9:41 PM

END OF TIMELINE

Reopen Ticket

I forgot, I actually need this before end of week. Please help out

Attach Files

You can reopen a closed ticket and add an optional comment when doing so *

Reopen Ticket

* If re-opened within 7 days of closing

Simplify - MBU Client Portal Account: MBU Demos

Tickets / Mickey is starting on May 1st #551314

- Contact Support
- Tickets
- Approvals (1)**
- Notifications

Ticket Owner
DU **DD User**
Change

Assigned Technicians

CC
cdandrea@mbudemos.com

Ticket Details

Priority
Priority 3 - Medium

Status
Approval Required (dd)

Board
MBU - Support

Ticket Number
551314

Date Created
Apr 14, 2020 10:21:20 PM

Last Updated
Apr 14, 2020 10:21:21 PM

Basic New User info

New User's Full Name
Mickey Mouse

New User's Email Address
mmouse@mbudemos.com

Copy from another user?

Are they replacing or mirroring an existing/previous user?

- brand new user

Hardware Requirements

Choose an option

- Use existing hardware

Use existing hardware

- desktop computer

Description of existing hardware
MBUDEMOS-LT-013

Optional Information

Approval Required
This ticket requires approval before it can proceed

[Decline](#) [Approve](#)

[Reply](#) [Close Ticket](#)

Write your reply here

[Attach Files](#) [Reply](#)

If you are an approver, you will see Approval Statuses and Notifications here

Approve work before it is performed