Welcome to
**SIMPLIFY**
the MBU Client Portal

The new best way to get support

https://mbu.deskdirector.com
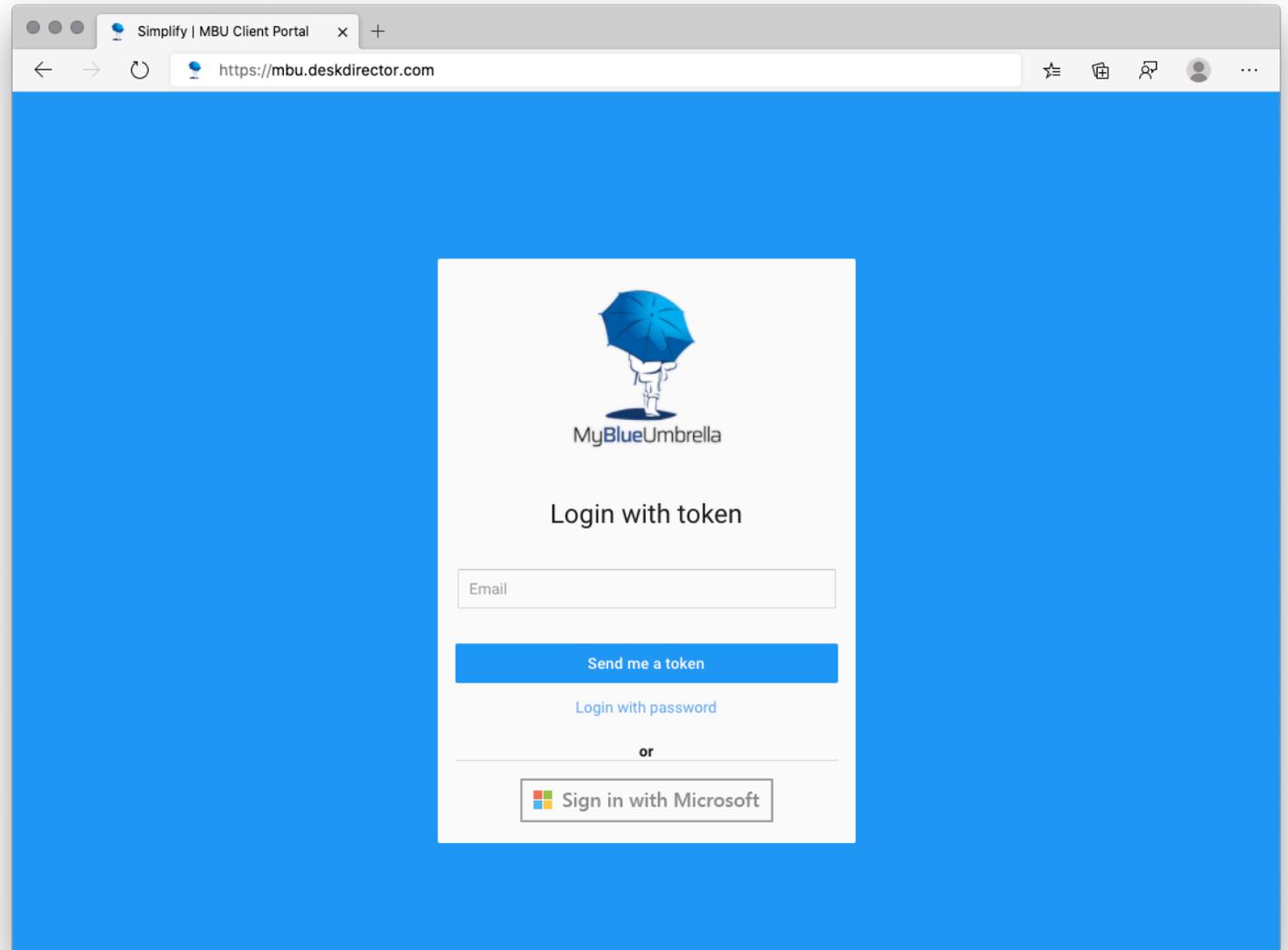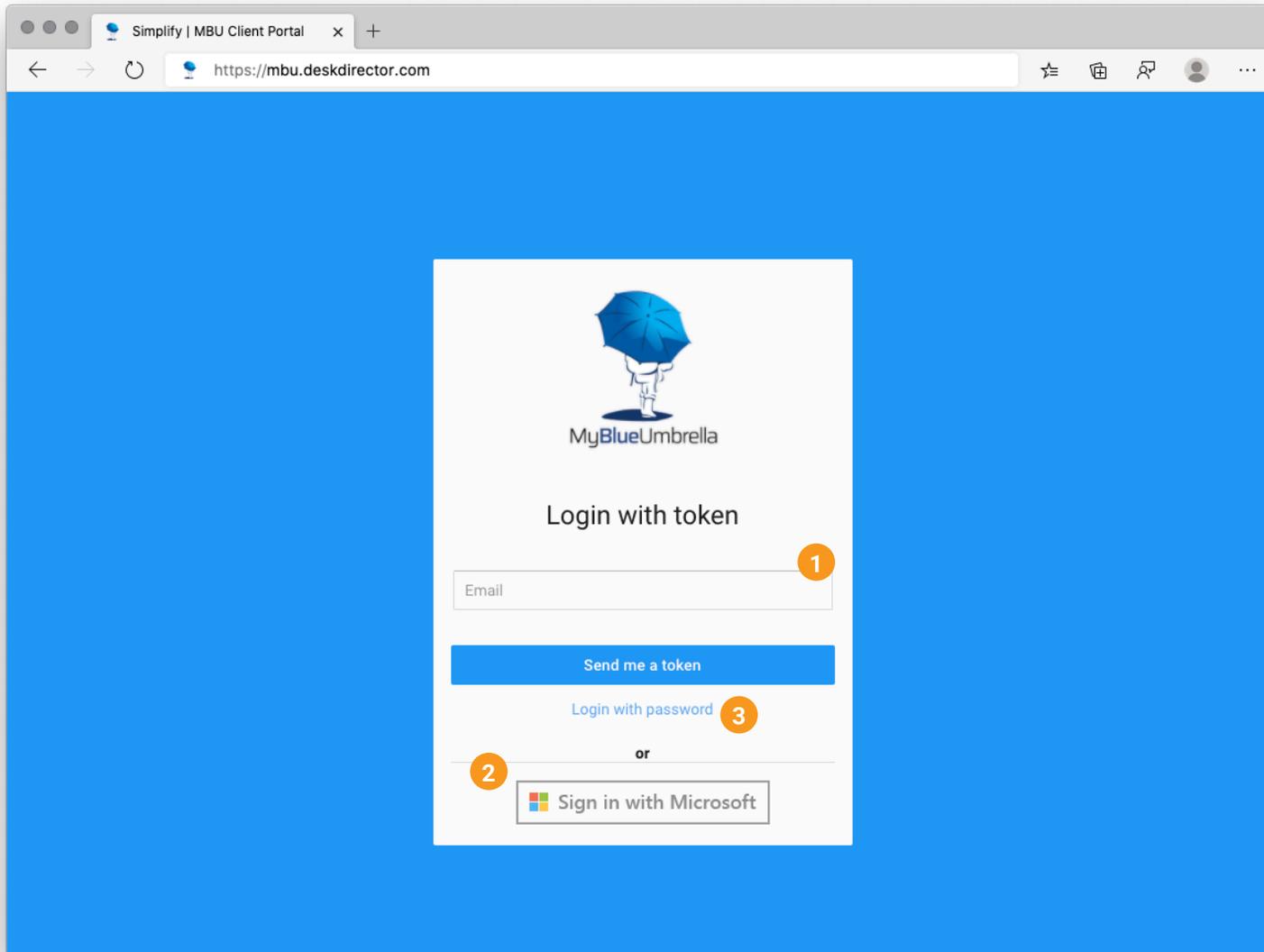
## Login Options

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

# How to request support

# Choose a category, if applicable...

# Drill down to a specific option...

# Choose a category, if applicable…

Request Support > Ticket Categories > Staff Changes > Onboarding

**Contact Support**

Tickets

Learning

Notifications

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!

# My/All Tickets, Open/Closed Tickets

Account: MBU Demos ▾

Tickets / Mickey is starting on May 1st #551314

MyBlueUmbrella

- 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**

——————— END OF TIMELINE ———————

⊘ **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