



# Partner Portal Quick Reference Guide

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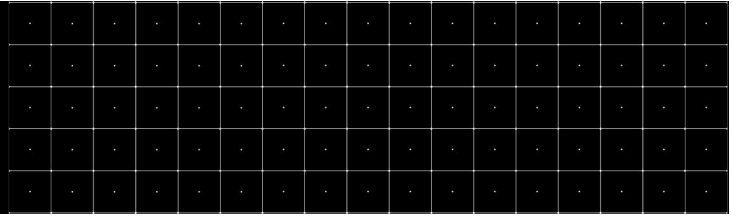
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nexonap    





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# 1 Registering for Partner Portal

To access the partner portal, you must be registered with a login. Please contact your account manager if you are interested in registering your company’s users or select individuals to be able to access the partner portal.

Logins may be integrated with AD and SSO for a smooth user experience.

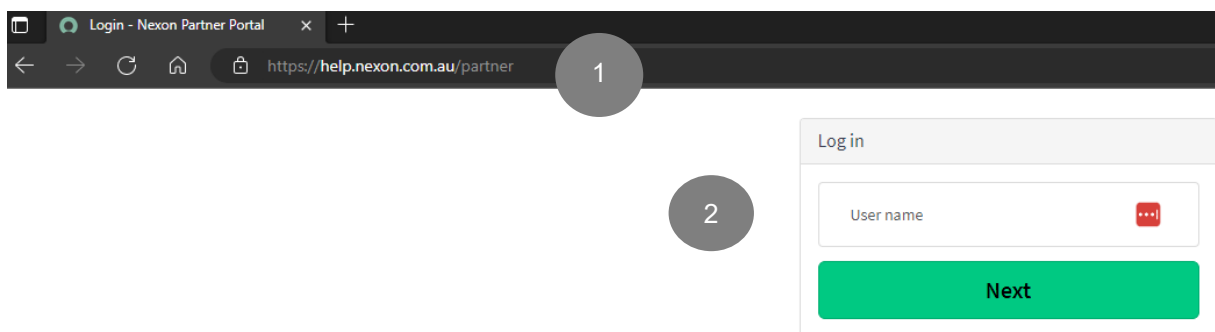
# 2 Accessing Partner Portal

You can browse partner portal website when logged in. You will be able to:

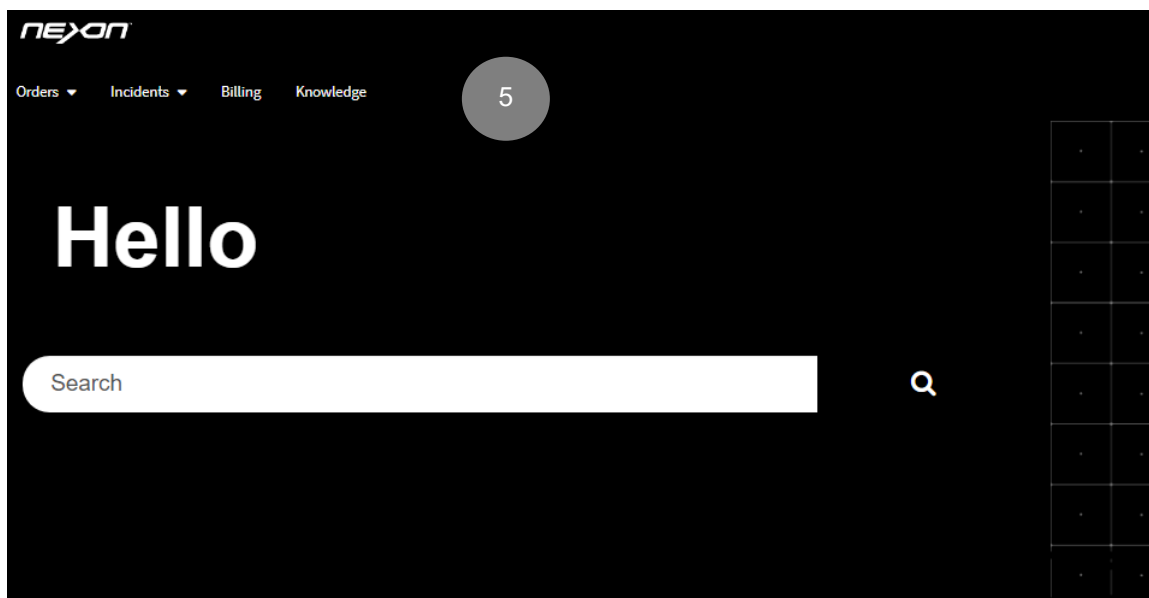
- View Active and Complete Orders
- View Active and Complete Incidents
- Raise a new Incident
- View billing/invoice records
- View Nexon Channel knowledge base

### Accessing the Partner Portal:

- 1 Open a web browser and navigate to [help.nexon.com.au/partner](https://help.nexon.com.au/partner)
- 2 Enter your username and click ‘Next’. (You will be redirected to Single Sign In if configured for your company.)
- 3 If not using single sign on enter password.
- 4 Press ‘Log in’
- 5 You will be redirected to the Partner portal homepage.



The screenshot shows a 'Log in' form. Callout 3 points to the password input field, which contains a series of dots. Callout 4 points to the green 'Log in' button. The form also includes a 'Remember me' checkbox and a 'Forgot Password?' link.



### 3 Order tracking

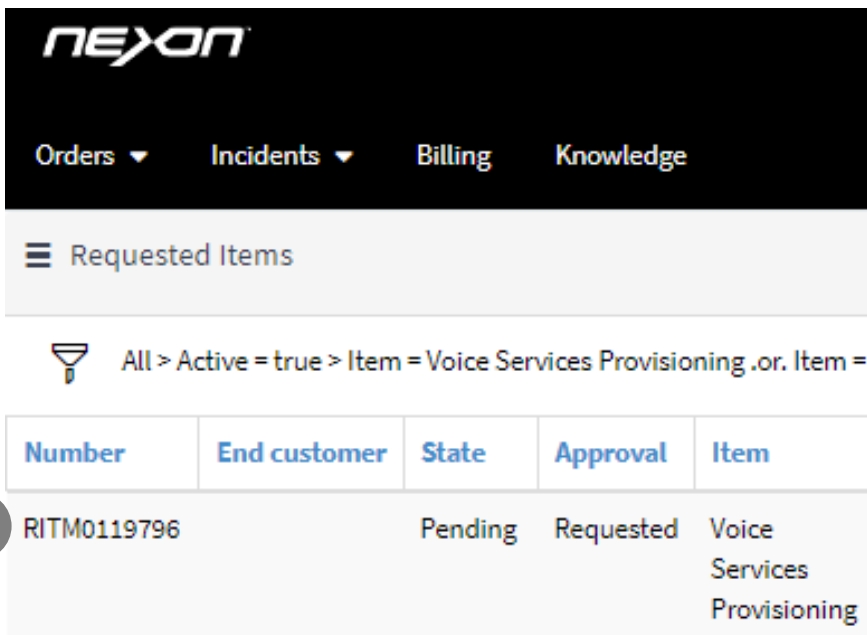
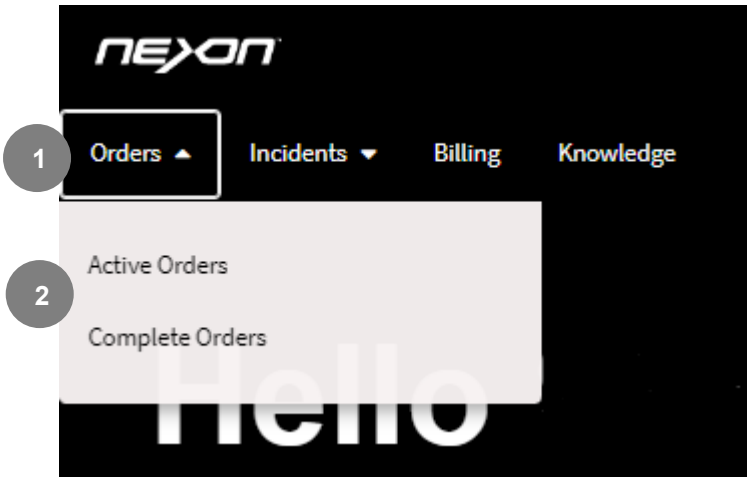
You can track your active and complete orders:

- See details of what services were ordered
- Communicate between the team and yourself - anywhere, anytime.

#### Tracking your orders:

- 1 Press 'Orders' in the header
- 2 Toggle between viewing currently 'Active Orders' or 'Complete Orders', which will display the list of orders
- 3 Click the order number name to view additional information and/or make updates to the order ticket

- 4 Communicate with our provisioning team through comments in the Activity section, by typing your message and pressing 'Post'



Activity

Activity

Type your message here...

4 Post

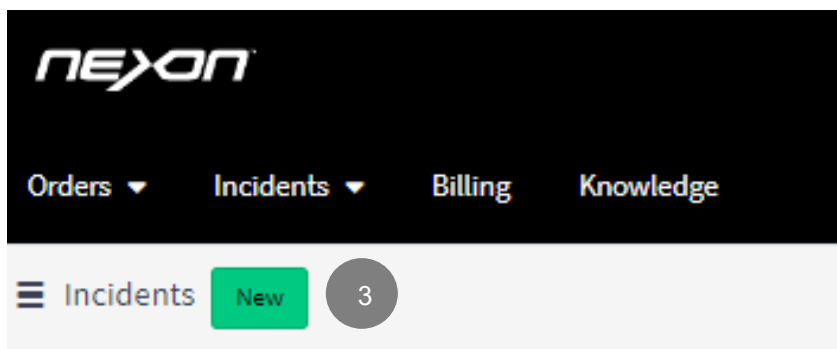
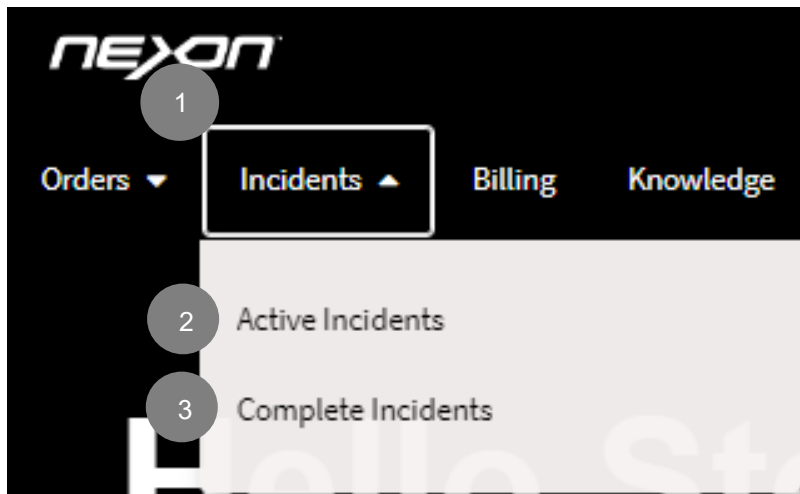
## 4 Incidents

You can:

- View related incidents (faults)
- Log a new incident if something is broken
- Communicate with our team regarding the incident

### How to View Incidents:

1. Press 'Incidents' and a dropdown of Active Incidents and Complete Incidents will be displayed
2. Click 'Active Incidents' to open a list of currently opened and active support incidents
3. Click 'Complete Incidents' to open a list of support requests that have been resolved and closed.
4. Raise a new incident by clicking on 'Active Incidents' first and clicking on 'New'.
5. Add comments and communicate with our support team by typing a message in the message box and pressing 'Post'



☰ Internet is slow 📎

equipment onsite is not causing the issue. Could this please be investigated.

Watch list

Details

Variables

\* Open on behalf of this user ?

?

Impact ?

1 - High

\* Short Description ?

Internet is slow

\* Please describe your issue below ?

Hi

Our client is experiencing slow internet speeds. I have run some speedtests, see attachments. And have confirmed all equipment onsite is not causing the issue. Could this please be investigated.

Closed

Resolved YYYY-MM-DD HH:mm:ss Closed YYYY-MM-DD HH:mm:ss

Activities

Activity

Type your message here... 3 Post

## 5 Billing tracking

You can:

- View invoices, credits, and payments
- Download Invoice CSV and PDF file
- Download Credit Note PDF file

### How to view Billing:

1. Press 'Billing' at the header and a list of transactions will be displayed
2. Press the transaction 'Number' to open a transaction
3. Click on a file name to download the invoice

NEYON Search

Orders ▾ Incidents **1** Billing Knowledge

☰ Inomial Transactions

Number	Type	Transaction Date ▾	Amount Excluding Tax	Tax Amount	Amount Including Tax	Created
22974935	Invoice	2022-11-22	\$450.00	\$45.00	\$495.00	2022-11-22 13:30:11

22974935

Attachments

📄 22974935.csv 📄 22974935.pdf **3**

Inomial Transactions

Number

22974935

Amount Excluding Tax

450.00

Transaction Date

2022-11-22

Tax Amount

45.00

Type

Invoice

Amount Including Tax

495.00

## 6 Knowledge Base Articles

You can view knowledge articles related to partner portal.

### How to View Knowledge:

1. Press 'Knowledge'
2. Select a required knowledge base category to find a related article to read.

NEYON Search

Orders ▾ Incidents ▾ Billing Knowledge **1**

Home > All Knowledge Bases > Channel Partners

Knowledge Bases

Channel Partners ▾

Categories

TEST **1**

**2**

Most Viewed Articles

Testing KB  
👁️ 8 Views

Testing KBA domain  
👁️ 2 Views