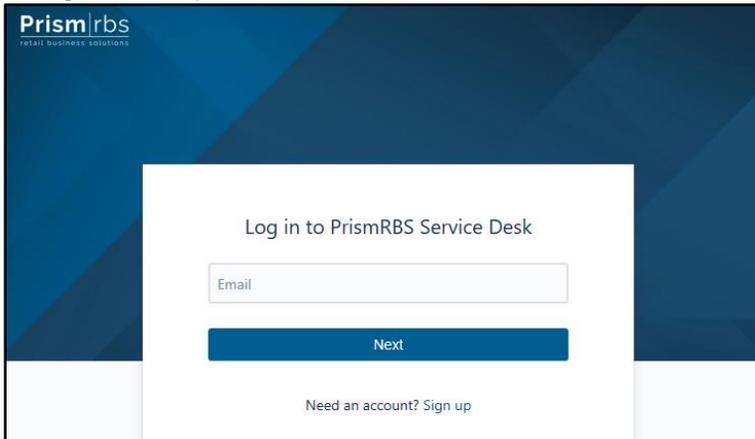


# Getting Started with PrismRBS Service Desk and Customer Portal

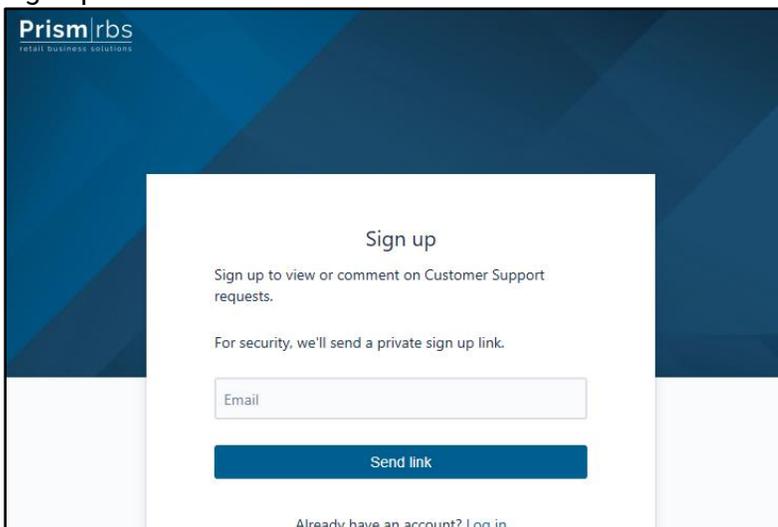
1. Navigate to <https://nebook.atlassian.net/servicedesk/customer/portal/1>



The screenshot shows the login page for PrismRBS Service Desk. The page has a dark blue header with the PrismRBS logo and the tagline "retail business solutions". The main content area is white and contains the following elements:

- Header: "Log in to PrismRBS Service Desk"
- Form: An input field labeled "Email".
- Button: A blue button labeled "Next".
- Text: "Need an account? Sign up" with a link to the sign-up page.

2. If you already have an account, enter your email and password. If you have not used this website before, select "Sign Up".
3. When signing up for an account, enter your email and the system will send you a private sign up link.



The screenshot shows the sign-up page for PrismRBS Service Desk. The page has a dark blue header with the PrismRBS logo and the tagline "retail business solutions". The main content area is white and contains the following elements:

- Header: "Sign up"
- Text: "Sign up to view or comment on Customer Support requests."
- Text: "For security, we'll send a private sign up link."
- Form: An input field labeled "Email".
- Button: A blue button labeled "Send link".
- Text: "Already have an account? Log in" with a link to the login page.

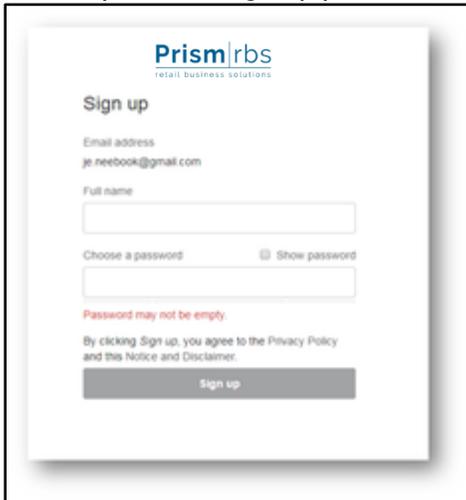
4. You will receive the following email. Select Sign up to complete the process.



The screenshot shows an email notification with the following content:

- Text: "Almost done!"
- Text: "Follow the link below to finish signing up to Nebraska Book Company Helpdesk. For security, don't share this link with anyone."
- Button: A blue button labeled "Sign up".

5. To complete the sign up process simply enter your full name and select a password.

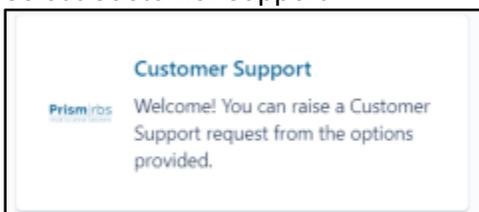


The image shows a sign-up form for PrismRBS. At the top is the PrismRBS logo with the tagline 'retail business solutions'. Below the logo is the heading 'Sign up'. The form includes an 'Email address' field with the example 'je.neebook@gmail.com', a 'Full name' field, and a 'Choose a password' field with a 'Show password' toggle. A red error message below the password field reads 'Password may not be empty'. At the bottom, there is a disclaimer: 'By clicking Sign up, you agree to the Privacy Policy and this Notice and Disclaimer.' and a 'Sign up' button.

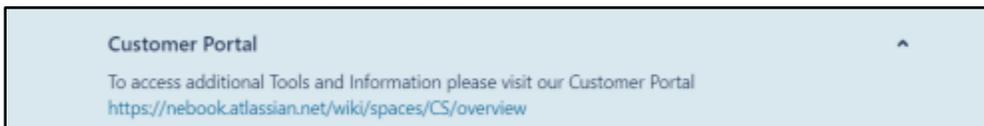
## PrismRBS Documentation and Downloads

The Customer Portal contains documentation, downloads, release notes, training information and other useful information regarding our PrismRBS products.

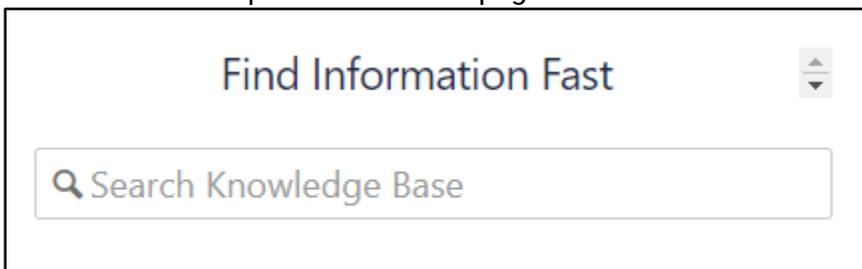
1. Access and log into the PrismRBS Service Desk, <https://nebook.atlassian.net/servicedesk/customer/portal/1>
2. Select Customer Support.



3. Select the link to the Customer Portal.



4. The Customer Portal will open in a new tab.
5. Scroll down the page to find the information you are looking for.
6. There is a search option on the front page.



7. Documentation, release notes, and knowledge base articles, are divided by product.
8. You can also access the training information for self-paced as well as the instructor led training calendar.

## Raising a Request

To raise a request go to <https://nebook.atlassian.net/servicedesk/customer/portal/1>

- Select a product
- Enter the details of your issue or request
- Select Create

After you select create, the ticket request is the default view. Here you can comment on the ticket and see the status.

**Please notice the documentation articles that are available for searching while you enter a ticket**

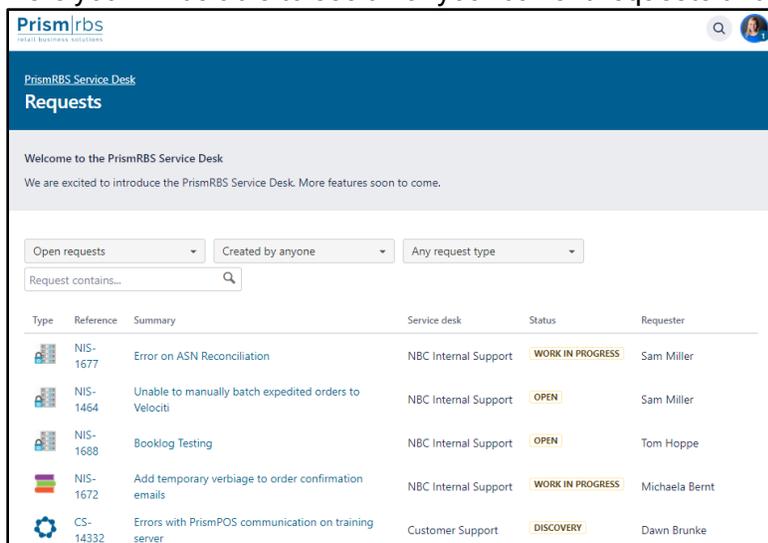
After a ticket is submitted, you can stay up to date by following the email trail that is sent to your inbox.

Or, you can visit the portal and view your requests.

While logged into the system select Requests in the top right hand corner.

This will bring you to all of your current open request.

Here you will be able to see all of your current requests and the status of the request.



Type	Reference	Summary	Service desk	Status	Requester
	NIS-1677	Error on ASN Reconciliation	NBC Internal Support	WORK IN PROGRESS	Sam Miller
	NIS-1464	Unable to manually batch expedited orders to Velociti	NBC Internal Support	OPEN	Sam Miller
	NIS-1688	Booklog Testing	NBC Internal Support	OPEN	Tom Hoppe
	NIS-1672	Add temporary verbiage to order confirmation emails	NBC Internal Support	WORK IN PROGRESS	Michaela Bernt
	CS-14332	Errors with PrismPOS communication on training server	Customer Support	DISCOVERY	Dawn Brunke

You can use the drop down boxes to search closed requests, requests created by other people in your organization or specific request types.

To see the request detail select a reference number to view the request.

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*To ensure your success with our system be sure the following email addresses  
& websites are whitelisted with your IT team:*

[support@nebook.atlassian.net](mailto:support@nebook.atlassian.net)

[jira@nebook.atlassian.net](mailto:jira@nebook.atlassian.net)

<https://nebook.atlassian.net/servicedesk/customer/portal/1>

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