Getting Started with PrismRBS Service Desk and Customer Portal
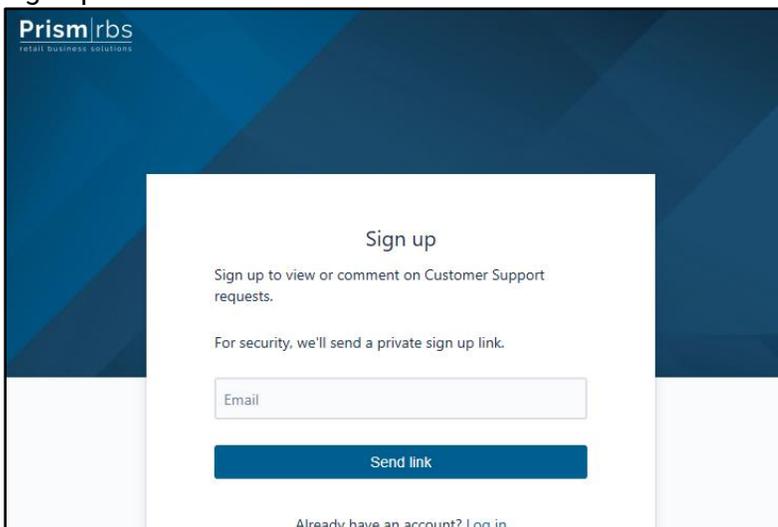
1. Navigate to https://nebook.atlassian.net/servicedesk/customer/portal/1
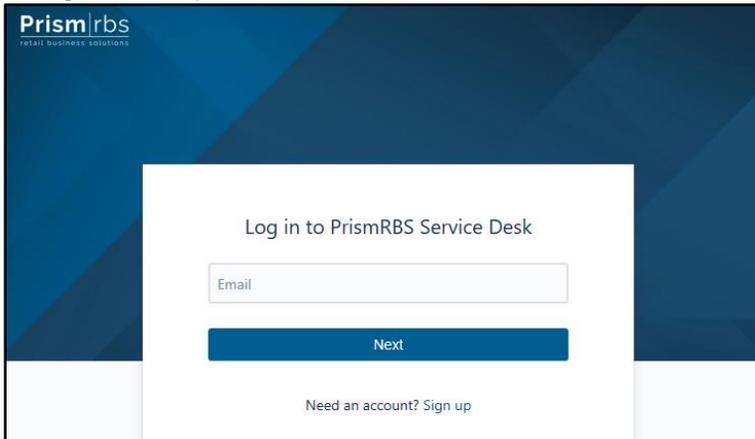
2. If you already have an account, enter your email and password. If you have not used this website before, select "Sign Up".
3. When signing up for an account, enter your email and the system will send you a private sign up link.

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

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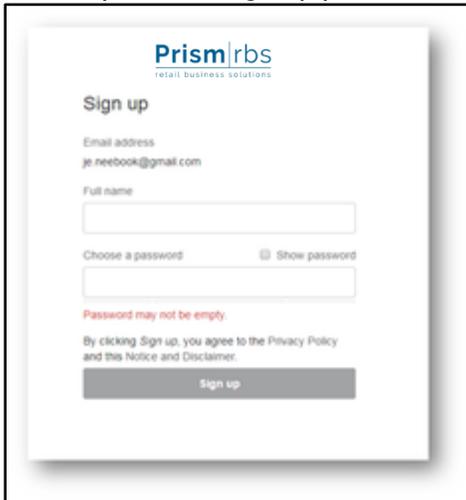
PrismRBS Documentation and Downloads

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

1. Access and log into the PrismRBS Service Desk,
    https://nebook.atlassian.net/servicedesk/customer/portal/1
2. Select Customer Support.
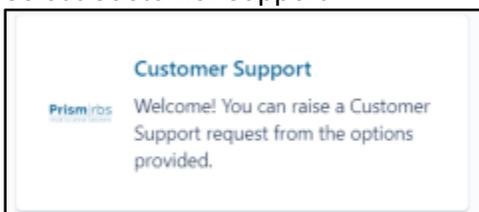
3. Select the link to the Customer Portal.
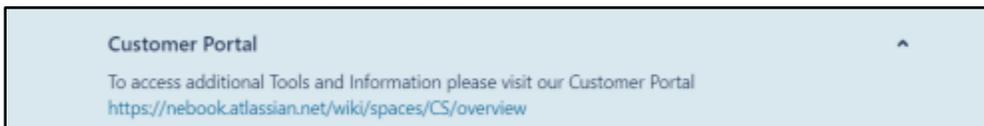
4. The Customer Portal will open in a new tab.
5. Scroll down the page to find the information you are looking for.
6. There is a search option on the front page.
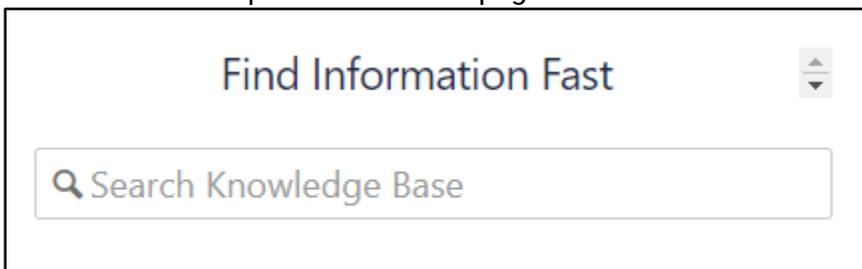
7. Documentation, release notes, and knowledge base articles, are divided by product.
8. You can also access the training information for self-paced as well as the instructor led training calendar.

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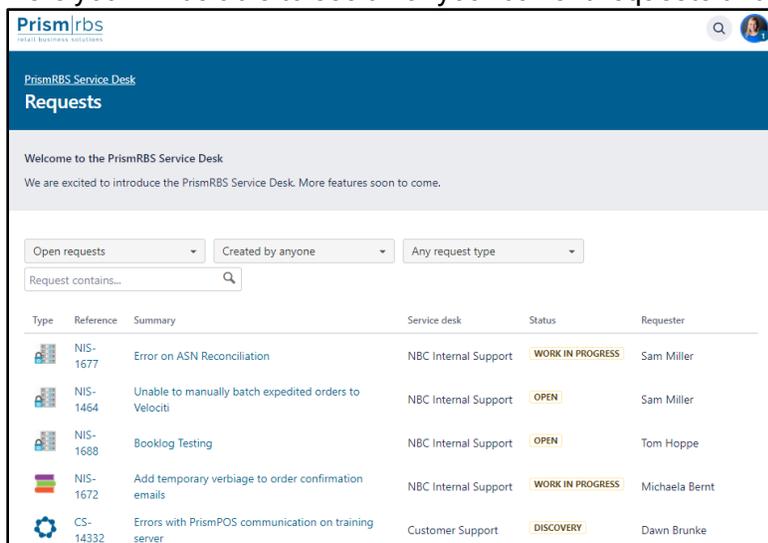
After a ticket is submitted, you can stay up to date by following the email trail that is sent to your inbox.

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.

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.

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

support@nebook.atlassian.net
jira@nebook.atlassian.net
https://nebook.atlassian.net/servicedesk/customer/portal/1