



CLOUD RADIAL

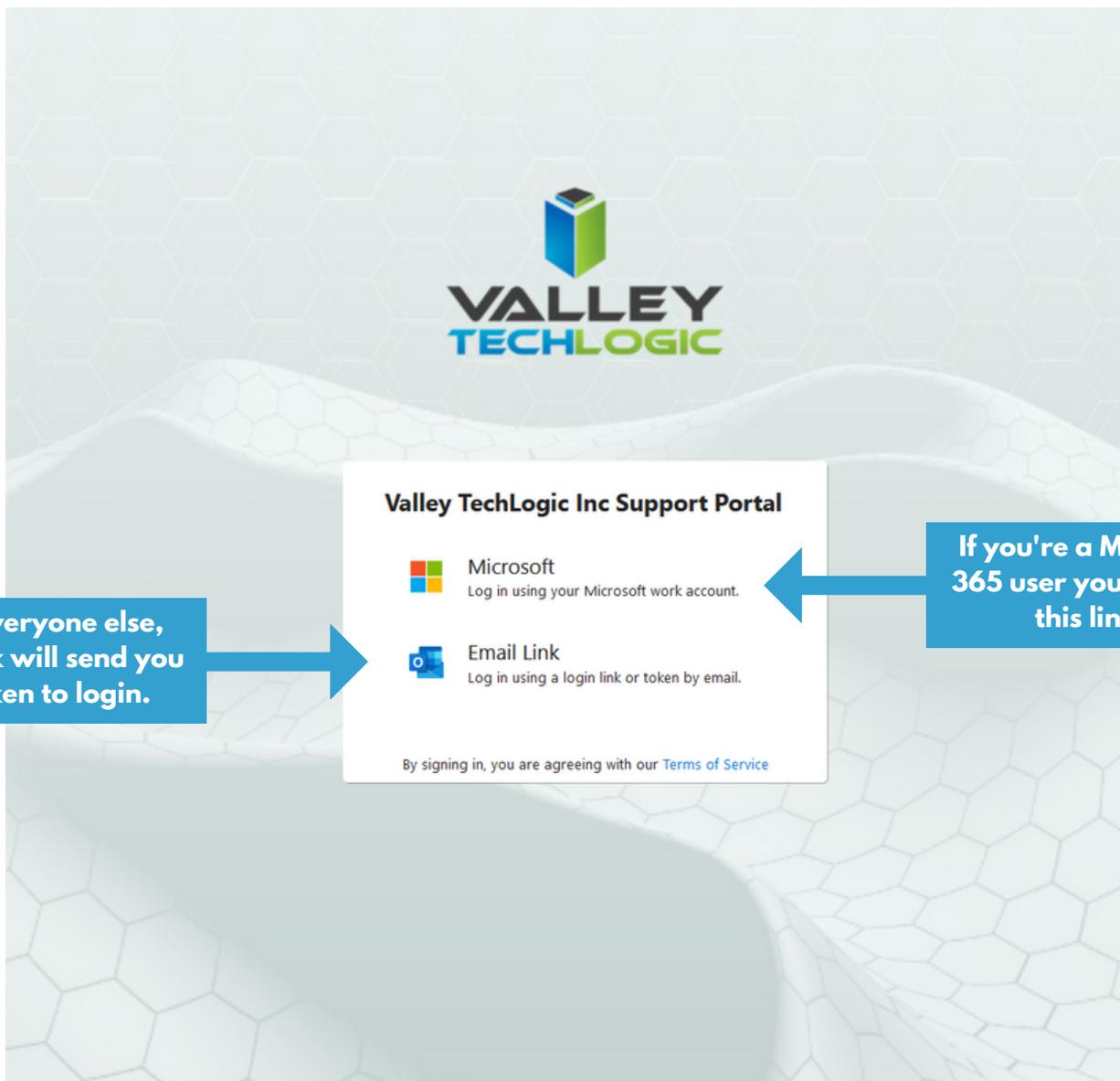
USER GUIDE

2023

CLOUD RADIAL

LOGGING IN

The login URL is <https://portal.valleytechlogic.com>



For everyone else,
this link will send you
a token to login.

If you're a Microsoft
365 user you will use
this link.

CLOUD RADIAL

HOME PAGE

The screenshot shows the Cloud Radial home page interface. A navigation menu on the left lists Home, Company, Support, University, and Usage. The main content area is titled 'Knowledge Base' and features a search bar and a 'Portal Information' section with a link to 'Getting Started with the Portal'. The right sidebar contains 'Categories', 'Latest', and 'Tags' sections. A top navigation bar includes a search bar, a 'Settings' link, and a user profile icon labeled 'Company Admin'. Several callout boxes provide instructions: a green box points to an arrow in the left menu; a blue box points to the 'Settings' link; another blue box points to a '+' icon in the 'Categories' section; and a large blue box in the center explains the page content and categories.

Expand Menu By Clicking This Arrow

Click Here to View And Change Your Preferences

Click Here to Change Your Wallpaper

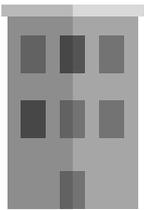
Add Your Own Menu Items By Clicking Here

Home Page and the Initial Guide to Cloud Radial
Read Below For An Explanation On the Four Categories, Company - Support - University - Usage

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COMPANY

The company section is yours to customize for your company. By default the directory section will be filled in with your employee details. We can assist you in completing this section so it's tailored to your particular needs.



Applications

Directory

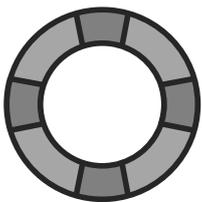
Messages

- Applications include default applications you or your employees use.
- The directory includes all of the employees that work for you (this is aggregated from your Microsoft 365 user list).
- You can send messages through Cloud Radial if you'd like.

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SUPPORT

The support section allows you to not only see the ticket request you've made and their status (you can even close them if you're satisfied with the outcome) but you can request services such as adding a new Microsoft 365 user or ordering a new laptop. Additional services can be added upon request.



Report a Problem

Request Service

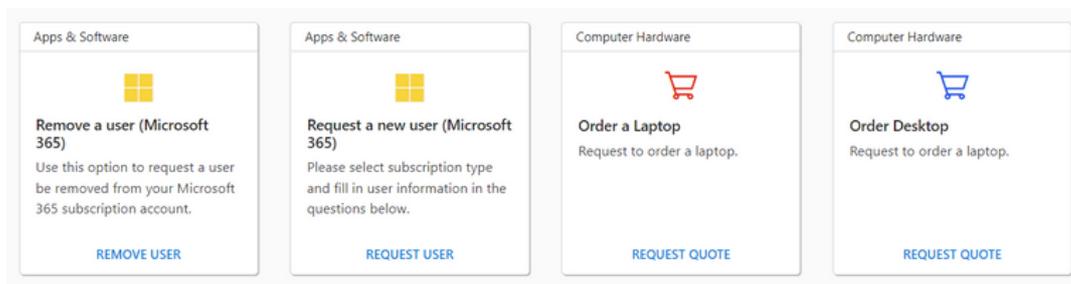
Support Tickets

- The report a problem section helps you walk through the appropriate request for any technical issues you may be facing.
- The request a service section lets you make service requests. See our guide on a problem vs a request below.
- The support ticket sections includes all of your tickets, past and present.

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SUPPORT CONT.

We wanted to have a guide for making a request versus reporting a problem. Requests are often not urgent or involve any technical issues, they're things you would like to see happen to get the most from your technical service with us.



Reporting a problem involves an urgent issue that may be preventing you or an employee from completing your job duties. Our Cloud Radial portal offers options for narrowing the scope of the issue so our technicians can have that information available when they go to troubleshoot and fix the issue.

The image shows a screenshot of the 'Report a Problem' form in the Cloud Radial portal. The form has a light gray background and a white border. At the top, it says 'Report a Problem'. Below that, there is a section titled 'Having Problems?' with a lightbulb icon and the text 'Click on a category for help.' Below this section, there is a list of categories, each with a downward arrow icon:

- General
- Computer...
- Email...
- Files...
- Mobile device...
- Network...
- Not listed here...
- Phone...
- Printer...
- Software...

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UNIVERSITY

The Cloud Radial university sections offers a bit of extra functionality to the Cloud Radial portal. We plan to offer more training here in the future but in the meantime you and/or your employees can access 35 Microsoft 365 training courses to make the most of your Microsoft 365 subscription.

Recommended Courses



HIPAA 101 - Common sense protections for patient information.

Compliance



Mastering Excel 2019 - Advanced

Office 365 - Excel



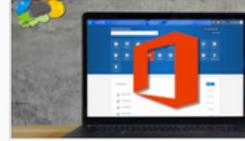
Mastering Excel 2019 - Basics

Office 365 - Excel



Mastering Microsoft Teams (2020)

Office 365 - Teams



Mastering Office 365

Office 365 - Introduction



Mastering Outlook 2019

Office 365 - Outlook



Mastering PowerPoint 2019 - Advanced

Office 365 - PowerPoint



Mastering PowerPoint 2019 - Basics

Office 365 - PowerPoint



Mastering Word 2019 - Basics

Office 365 - Word



OneDrive Essentials (2021)

Office 365 - OneDrive

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USAGE

The usage section reflects your current Microsoft 365 subscriptions, you can see the type of subscription and who it belongs to in this section.



Licenses

Users

- The licenses section has a list of your current active Microsoft 365 subscription licenses as well as any licenses that are active but not tied to a user.
- The user section shows all of your Microsoft 365 users.