Britannic

CZONE
User Guide

btlnet.co.uk
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Contents

1 Introduction

CZONE has been developed and implemented to allow Britannic's customers easy access to support services. Within CZONE customers are able to create new support cases, view existing cases and provide updates to our customer services team or the support engineers directly.

2 Accessing CZONE and Logging in for the First Time

In order to gain access to CZONE you will need to proceed through the following three steps.

Step 1.

Before you do anything, you must request an invitation code from the Britannic Customer Services team as you will need this in step 3 of the process. This can be requested via email to service@btlnet.co.uk.

Step 2.

Once you have an invitation code you should navigate to CZONE.btlnet.co.uk. Do NOT do anything with the invitation code just yet as it is not required until Step 3 of this process. Once you navigate to CZONE you will see the following as shown in figure 1:
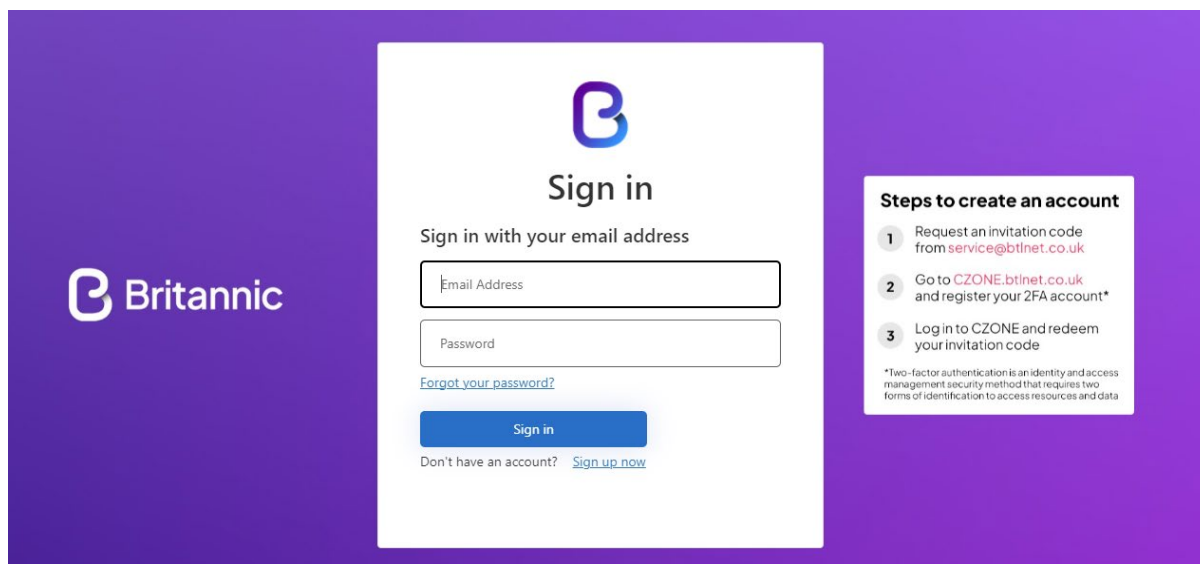

Figure 1 - Initial registration page

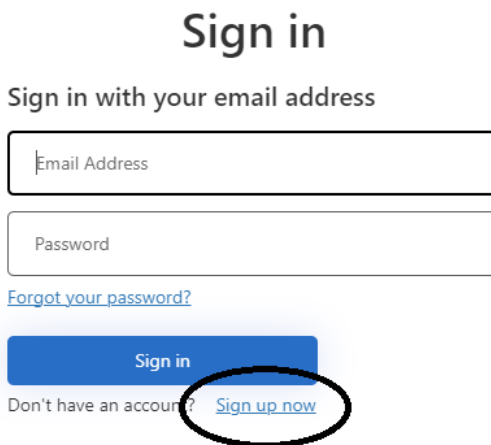Users should then click on the "Sign Up Now" link as shown in figure 2

Figure 2 - New sign up

On the next screen enter your email address and click on "**Send Verification Code**". An email will be sent to this email address containing an initial code.
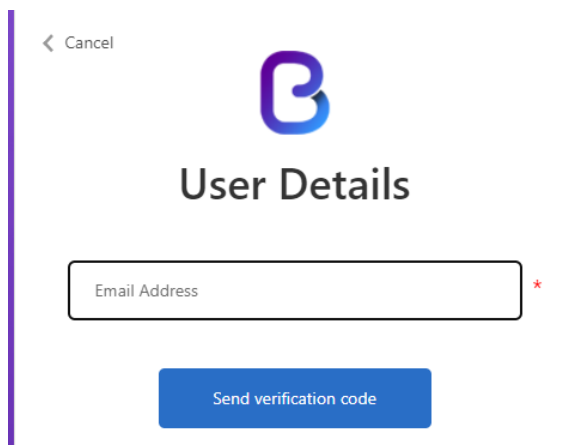
Figure 3 - Send verification code

Check your email and enter the verification code as shown in figure 4. The email will come from "**Microsoft on behalf of BTLCZONE**" with the subject of "**BTLCZONE account email verification code**".
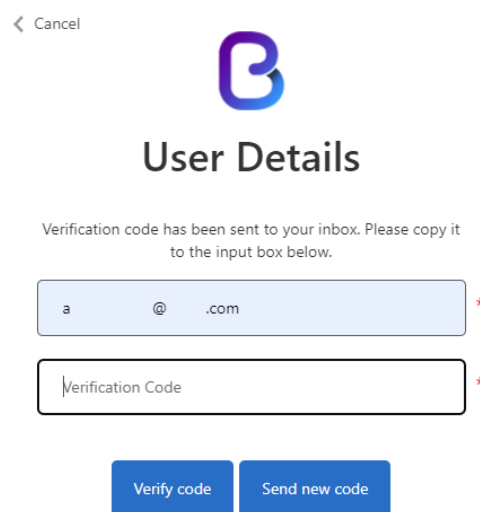
Figure 4 - Send verification code

Once you have entered the code, click on "**Verify Code**". If for some reason you do not receive the verification code, then please click the "**Send new code**" button. Please then check your SPAM folders in your email

The next step is to choose a password and a display name for your account. Populate these details and then click on Create.

Figure 5 - Choose password and display name

On the next screen you will be asked to download the Microsoft Authenticator App for your mobile phone either from the Google Play Store or Apple's App Store (if you already have one of these apps then just move on to scanning of the QR code). This will enable the 2FA element of the login process.

Once you have successfully downloaded and installed this app you will need to open the authenticator app and scan the QR that is displayed to you on the CZONE screen. When complete you will notice a new entry in the Authenticator app called "BTLCZONE". Once done click on "**Continue**" on the CZONE page.
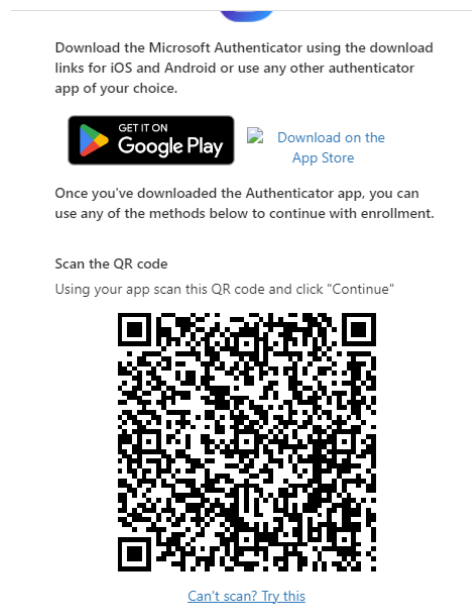

Figure 6 – Enable 2FA in Authenticator app

You will then be asked to enter a verification code from the Authenticator app. To do this open the authenticator app, and select the newly created "BTLCZONE". It will then display a one-time password code. Type this code into the CZONE page and click "Verify".
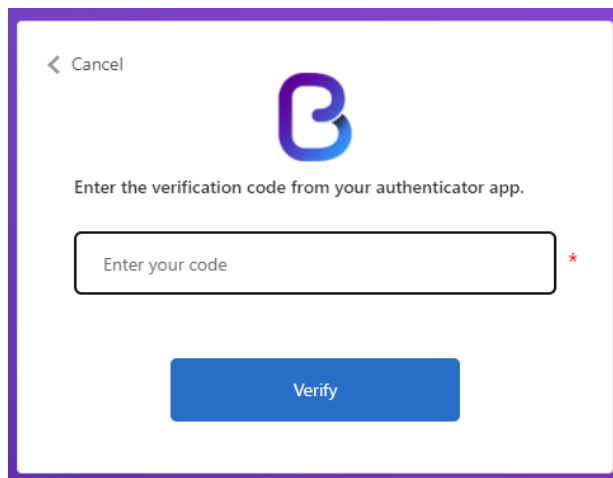

Figure 7 - 2FA verification code

The final step is to enter the invitation code that was previously sent to you by Britannic Customer Services. Do not check the "I have an existing account" box. Once you have entered the Invitation code click on "*Register*".
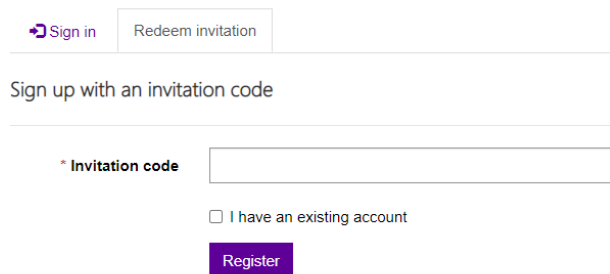

Figure 8 - Enter the invitation code

Step 3.

Once you have entered your invitation code and clicked on "Register" you will see your profile page.
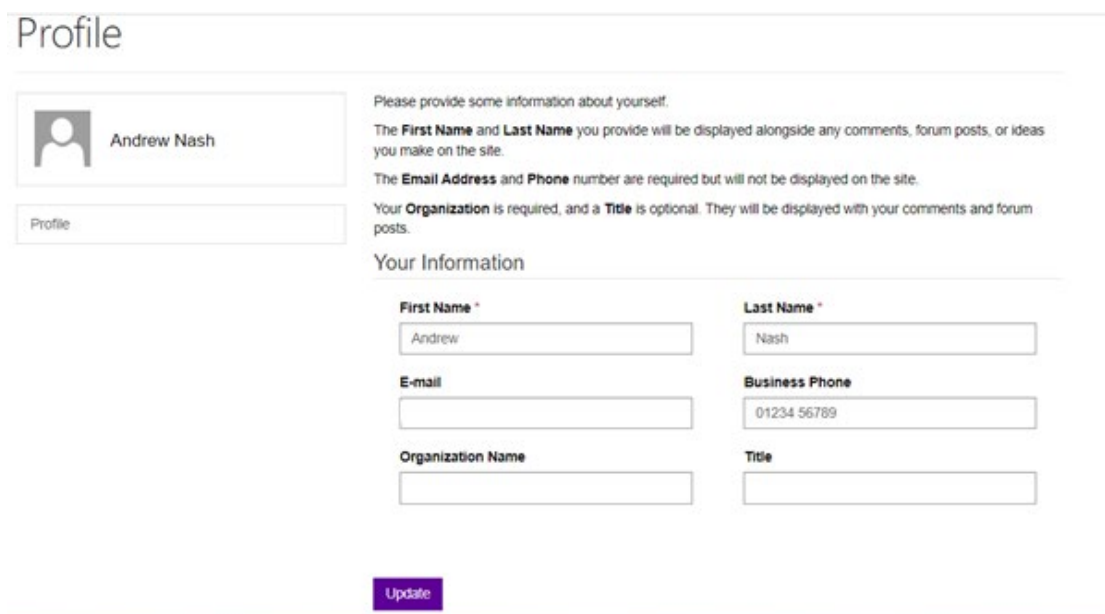

Figure 9 - Profile page

Please ensure that the details are correct, and once happy click on "Update".

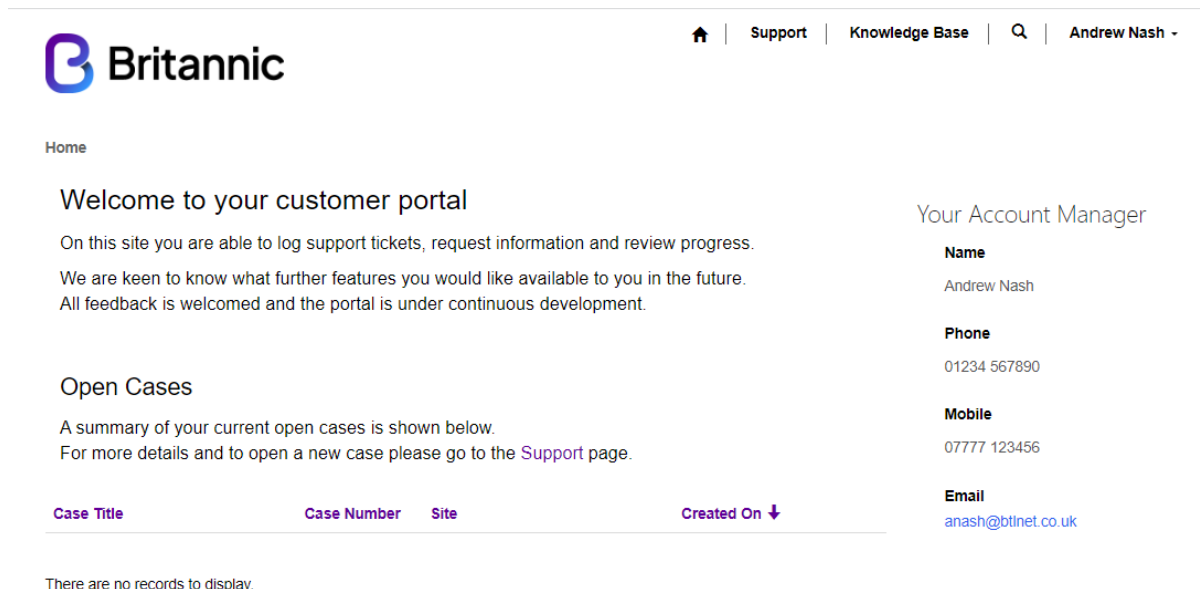You will now see the welcome screen of CZONE.

Figure 10 - Welcome screen

Some basic information will be displayed to you such as any Open Cases that you may have, and your Account Manager details. As CZONE developers we will be adding further value-added information, however if you have suggestions then please contact us.

3 Creating a new Support Case

In order to create a support case, you will firstly need to click on "Support" from the home page of CZONE.
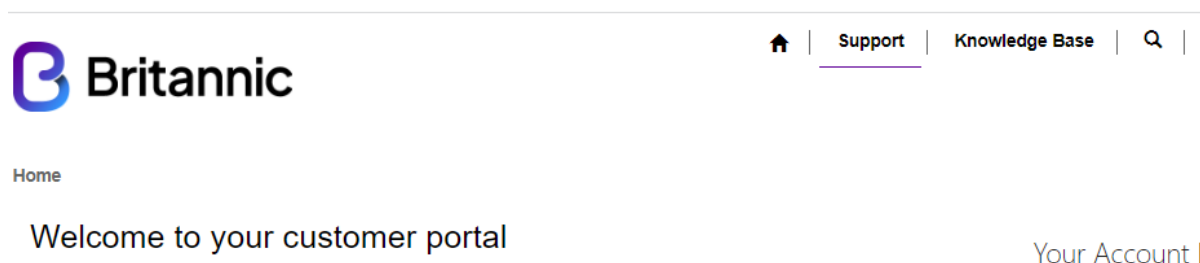

Figure 11 - Clicking on Support

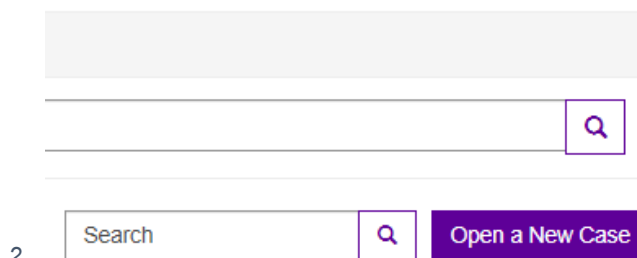Next, click on the "Open a New Case" button as shown in Figure 12

2

Figure 12 - Open a new case

On the next screen you can start to enter the information surrounding your new case. Those items with a red * are required information so you have to add something.

The description field is a rich text box, so you can add text and pictures directly into the field however please consider attaching pictures as attachments rather than copying to the description field. Adding attachments is particularly useful if you have screenshots or photos showing a particular failure such as flashing indicator lights on a router.

You also have the ability to upload files such as diagnostics or something similar. When adding attachments to select multiple files hold "**ctrl**" and selected the relevant files.
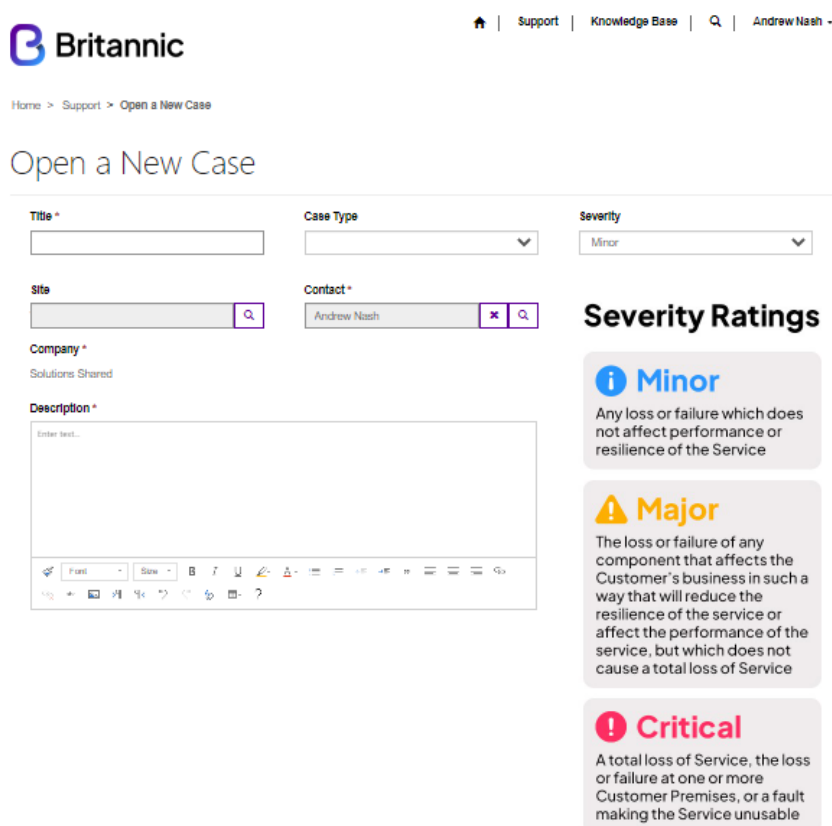

Figure 13 - Case creation form

Once you have completed the form then simply click on "Submit".

Attach a file

Choose files | No file chosen

Submit   Cancel

Figure 14 - Submit new case

4   Viewing Open Cases

There are multiple ways in which to view open cases. The first way is when you initially log into CZONE. On your home screen it will display cases that you have open.

Support

Q What can we help you with?

✖ | e.g. User login is failing | Q

≣ My Open Cases ▾   Search | Q | Open a New Case

Case Title	Case Number	Contact	Site	Severity	Status Reason	Created On ↓	
Problem with Something	CAS-001023	Andrew Nash		Minor	In Progress	28/02/2023 8:35 AM	▾

Figure 15 - Home screen open cases

To access the case, you can do this by either clicking on the "Case Title" or by selecting the down arrow on the far right and then selecting "View Details".

Case   ✕

Case Number	Product	Request an update
CAS-001023	—	⬤ No
Case Type	**Severity**	**Created On**
Problem	Minor	28/02/2023 8:35 AM
Contact	**Site**	**Last Updated**
Andrew Nash	—	28/02/2023 8:37 AM

Figure 16 - View case details

Figure 17 - View case details

From this screen you will about view information about your case. You will be able to request an update by selecting this which will send a note to the assigned engineer.

By clicking on "Support" from the CZONE home page, you are taken to a screen where further options are available surrounding "Open Cases". If you have the necessary permissions, you have the ability to see different views of cases such as cases you have opened, closed cases and cases opened by others within your organisation.

By selecting "All Cases" this will show you all the cases opened within your organisation with Britannic Support
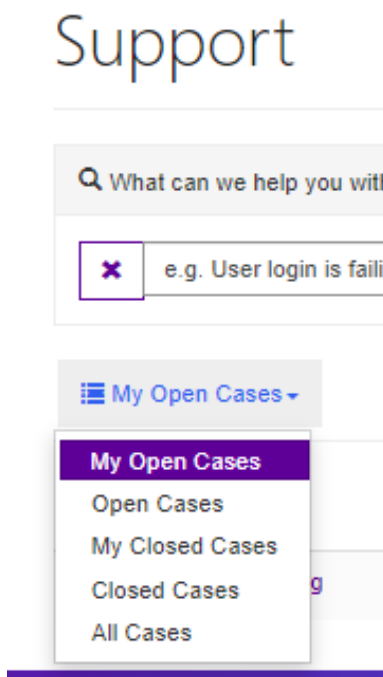

Figure 18 - All cases

Figure 19 - View all cases

5 Updating Cases

If, through the life of an open case, you wish to update Britannic with information or share updates, you select view details on the Open case and then go to "add comment" which will be added to the timeline of the case. You can also add files to the case such as diagnostics or screenshots.
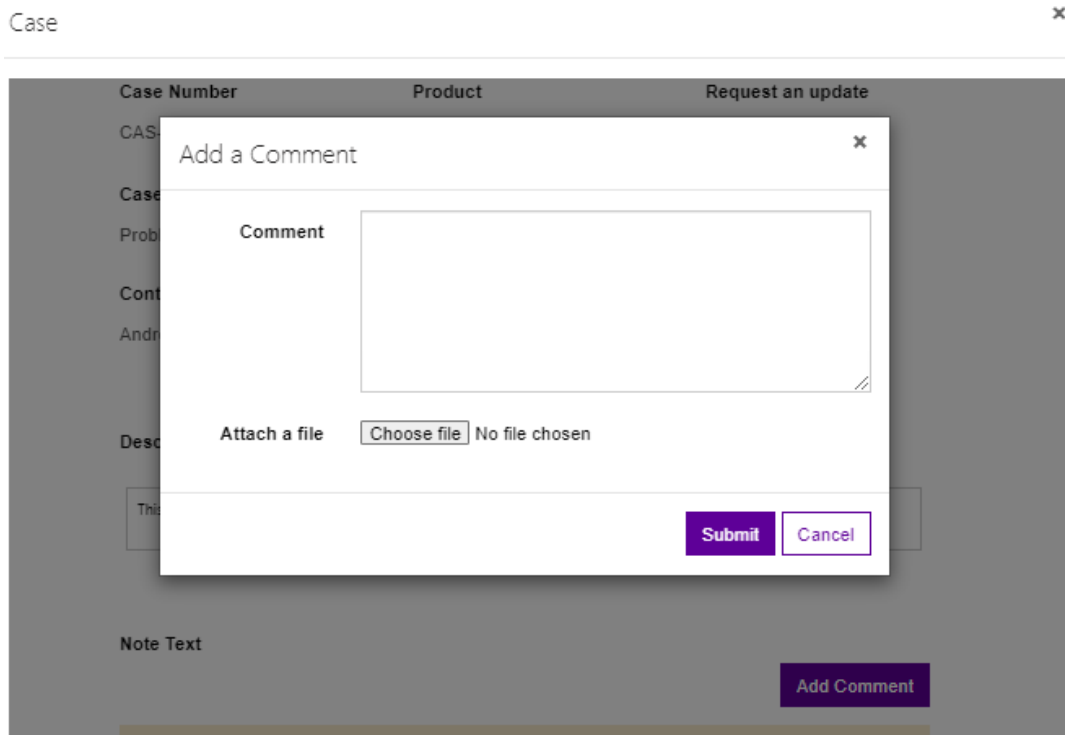

Figure 20 - Add comment to case

You can also "Close Case" or "Cancel Case". These functions are used when the issue has been resolved, or you no longer require support, respectively. To resolve a case, click on the Resolve button and confirm "Yes" when prompted.
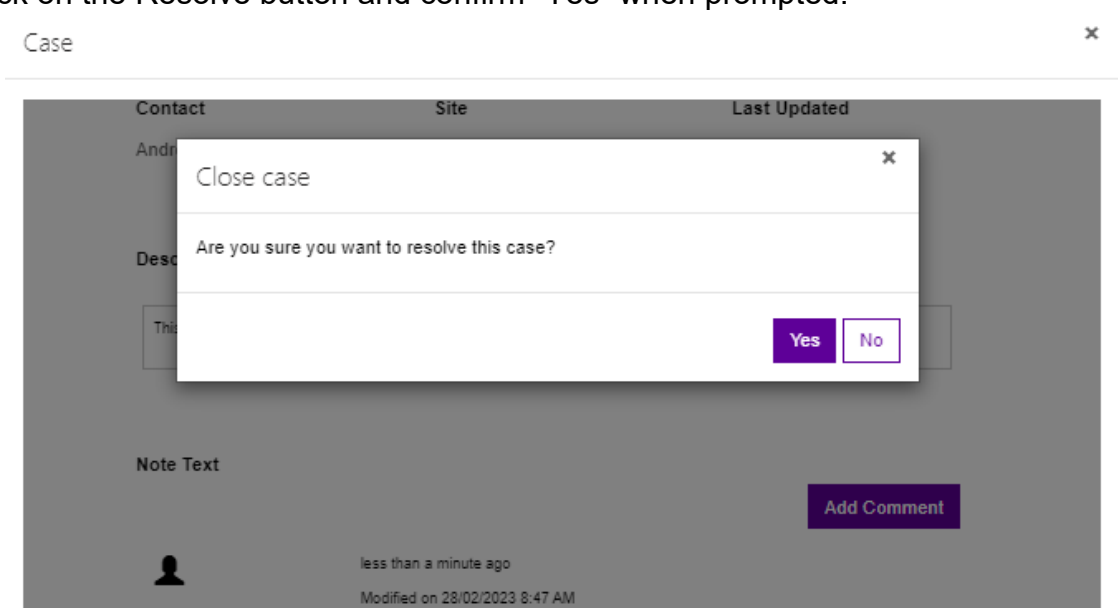

Figure 21 - Resolve case

Similarly, to cancel a case just click on the "Cancel Case" button and then "yes" to confirm.
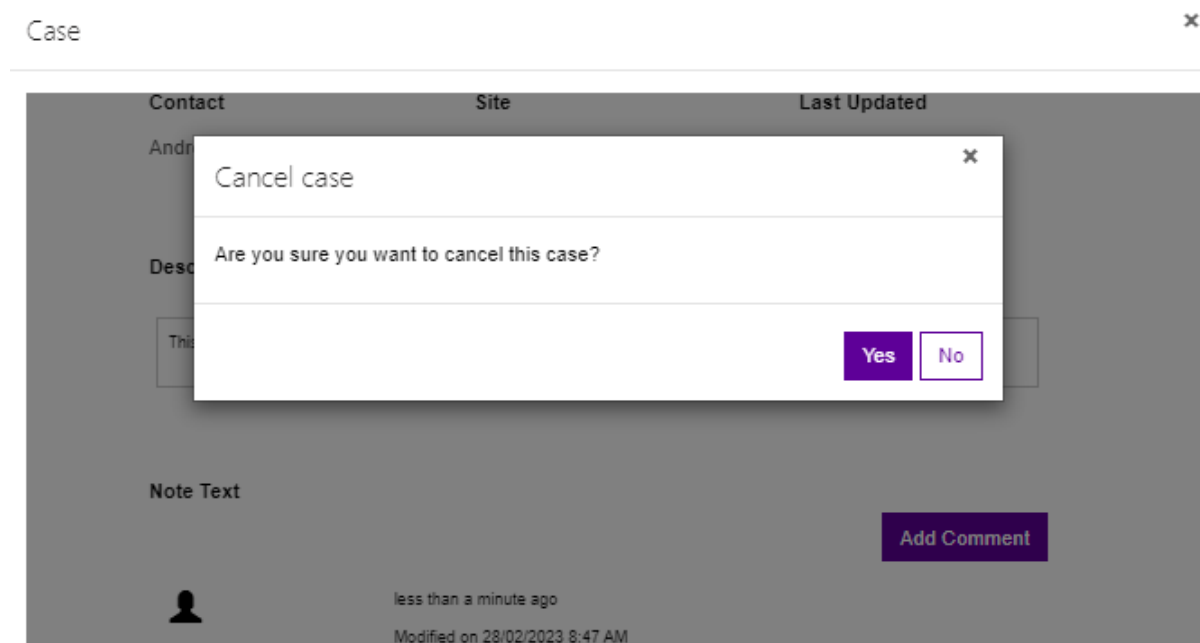

Figure 22 - Cancel Case.

6 Knowledge Base

Currently, the knowledge base, as we transition over to the new system has no content. Over time, this will be populated with articles of previously solved cases that may be helpful to you, and other information such as setup guides and "how to" guides.

7 Further Help

You should find the above straightforward but should you require further help, please contact the service desk on 01483 242 500 or email service@btlnet.co.uk.