

Registration for the Capita Support Portal

To register for the portal please go to https://mysupport.capita-software.co.uk

Click on the Sign up link below the login button as indicated in the red circle below.

💪 Capita Self Service Portal - Windows Internet Explorer	0 0 0 0 0 0 0	- 0 - ×
O o ≥ 10 https://mysupport.capita-software.co.uk/Login.aspx?ReturnUrl=%2f	🗕 🔒 😼 🤸 🗙 🔎 Bing	• م
x bing: 📣 🖗 🎽 📣 🖪	o 🗱 🥀	000
🖕 Favorites 🛛 🎪 🔊 Capita Self Service Portal 🔊 httpcss-crmdev-crm-e 🐧 MSN UK - Outlook.com f 🔊 MetaFrame Presentation S 🔊 Suggested Site	🔹 🙋 Web Slice Gallery 👻 🙋 Getting Started	
😤 🔹 🏉 CRM - crm 🏉 Capita Self Service Portal 🗴	🟠 🔻 🖾 👻 🚍 🖛 👻 Page 👻 Safet	y ▼ Tools ▼ 🔞 ▼ 🦈
CAPITA Software and managed services Log in Services Remember Me Password: Cog in Cog		
Forgoten Password? If you set your browser to refuse cookies from this site, please be aware this may impair the "Remember Me" functionality. For more information and information on the EU Cookie law can be found on our privacy page [Privacy Policy].		
Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 2 @2013 Capita pic. All rights reserved.	081330. Legal Privacy Accessibility	
https://mysupport.capita-software.co.uk/register.aspx	Internet Protected Mode: On	<u>م</u> • • • 100% •

Complete the registration form ensuring that you select '*Capita Libraries*' as the *Primary Business Area* as indicated in the red circle below.

	Internet Explorer	
	pita-software.co.uk/register.aspx	← 🔒 🗟 🍫 🗙 🖉 🖉 Bing
Ding	in in ite 🌮 🍋 🚹	9 🥵 🦑
orites 🛛 👍 🙋 Capita Self Ser	vice Portal 🔊 httpcss-crmdev-crm-e 🤸 MSN UK - Outlook.com f	🧃 MetaFrame Presentation S 🍘 Suggested Sites 🔻 🔊 Web Slice Gallery 🔻 🔊 Getting Started
🏉 CRM - crm	Capita Self Service Portal 🗴	🏠 🔻 🖾 👻 Page 🕶 Safety 🕶 Tools
CAPITA	Software and managed serv	ices
	Sign Up	
Sign up for a new My Suppor	account.	
Your Details:		
Primary Business Area:	Capita Libraries 🔹	
Company Name:*	Capita's Software Services Limited	
First Name:	Sue	
Last Name:	Bennett	
Salutation:*	Mrs.	
Job Title:*	Internal Sales Consultant	
Business Email Address	* Sue.bennett@capita.co.uk	
	0121 717 3626	
	0121 /1/ 5020	
Contact Phone:*		
Contact Phone:* Back Sign Up		
	Devictored office: 71 Victoria Straat Washeriastor Landa	n SW/14 AVA. Basistared in England Ma. 2001220. Lengt L. Privacy L. Accessibility
		in SW1H 0XA. Registered in England No. 2081330. Legal Privacy Accessibility 2013 Capita plc. All rights reserved.

Note: Your email address must be your business email address.

Once you have completed the registration form, click on the '**Sign up'** tab. You will receive a message on the screen thanking you for registering.

Capita Self Service Portal - Windows In	nternet Explorer	the second second second second	00000	- I <mark>- X</mark> -	
🕒 🕞 🗢 🙋 https://mysupport.cap	ita-software.co.uk/register.aspx		🝷 🔒 📴 🐓 🗙 🔑 Bing	• ۹	
x bing	🧼 🏷 📥 🚺	D 🐝 🔅	<u>.</u>	000	
🚖 Favorites 🛛 👍 🙋 httpcss-crmliv	ve-CRM-e 🙋 Capita Self Service Portal 🙋 httpcss-crmdev-c	rm-e 🤸 MSN UK - Outlook.com f 🙋 MetaFrame Presentation S 🔊 Su	iggested Sites 🔻 🕖 Web Slice Gallery 👻 💋 Getting Star	rted	
🗄 👻 🌈 CRM - crm	🍘 Capita Self Service Portal 🛛 🄏 CRM - crm		🏠 🔻 🔝 👻 🚍 🖶 🕶 Page 🕶 Safety	🕶 Tools 🕶 🔞 🕶 ≫	
	Software and managed s Sign Up	services			
Your Details: Primary Business Area.* Company Name:* First Name: Last Name: Salutation.* Job Title.* Business Email Address.* Contact Phone.*	Capita Libraries Capita Libraries Capita 's Software Services Alison Conway Mrs. Internal sales Consultant alison.conway@capita.co.uk 0121 717 3594	Thank you for registering. Your temporary password has been sent to your email address. If you do not receive this email please check your spam folder. If you think your email address may have been entered incorrectly please contact the support desk at supportadmin@capita-software.co.uk or on your usual helpdesk number			
Back Sign Up Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 2081330. Legal Privacy Accessibility © 2013 Capita pic. All rights reserved.					

Done Once this has been completed you will receive an email confirmation with your login (which will be your email address) and temporary password. Click on the **back** Tab.

Sign in using your business email address as your login and your temporary password. On initial login you will be prompted to change your password. Once you have done this and logged in you will be presented your home screen where you can manage your cases along with other functions such managing your profile, checking the knowledgebase and download documents.

🕞 🗢 🙋 https://mysupport	capita-software.co.uk/Default.aspx		- ♣ 💀 4	★ × P Bing	<u>د</u> ا
bing.			2 0% 4%		00
avorites 🛛 👍 🙋 httpcss-cr	mlive-CRM-e 🔊 Capita Self Service Portal 🍙 httpcss-crmdev-cr	rm-e 🤸 MSN UK - Outlook.com f 慮 Me		🖉 Web Slice Gallery 👻 🔊 Getting Started	
🔹 🏀 CRM - crm	🍘 Capita Self Service Portal 🗙 🍘 CRM - crm		<u>.</u>	💌 🔝 👻 🖶 💌 Page 🕶 Safety 🕶 Too	ols 🔻 🔞
CAPITA	Software and managed s	services	Logged in as: Su	Welcome to the Capita MySupport Portal re Bennett Capita's software services	I
Home My Profile	Cases Knowledge Base Downloads Documents	Contact Us		Logout	
Announce					
would like to					
I would like to Check my		Find an answer	Download	Contact someone	
2	profile Log a case			Contact someone View my account manager and support teams contact details.	

Raising a New Case.

Click on the 'log case' icon to create a new case.

You will be presented with the screen below.

Capita Self Service	e Portal - Window	Internet Explorer	Concern Street or other	Oran Manadam - Laure		X
😋 🔵 🔻 🙋 hi		ev.css.ad. capita.co.uk /NewCaseCSS.aspx		Certificate Error 🔛 🍫 🔀 🔎 Bing		+ ۹
x bing		🧼 🖗 🌞 🚺	D	***		000
👷 Favorites 🛛 👍	👔 httpcss-cm	ilive-CRM-e 💋 Capita Self Service Portal 🙋 httpcss-crmdev-crm-e 🤸 MSN UK - Outlook.			Ø Getting Started	
88 🔹 🏀 CRM - cr	rm	🍘 Capita Self Service Portal 🛛 🗙		🏠 🔹 🗟 👻 🚍 🖶 🔻	Page ▼ Safety ▼ Tools ▼	• 🛛 🕶 🦉
Home	My Profile	Cases Knowledge Base Downloads Documents Contact Us			Logout	*
		Log a case				
New	Case:					
Busine	ess Area:*	Capita Libraries Release Version.*				
Produc	ct:*	Alto)			
Module	e:*	Libraries				
Hardwa	are:	Select a module 🔻				
Problem	m Type:	Select a module 💌				_
Short E	Description:*	Test				
Problem	m Details:*	Test				
		Browse (Select upto 5 files, Maximum file size 10Mb)				
Attachr	ments:	BIOWSE ISBIEC UDIO 5 MES. MEXIMUM INE SIZE 10MD)				
Done				Internet Protected Mode: On	4 + 100	-
Done				Themer Protected Mode: Un	40 + of 100	/o *

The 'Business Area' will default to Capita Libraries.

The following fields (marked with a red asterisk) are mandatory:

'Product' – select from the drop down list

'Module' - Select Libraries from the list

'Release Version' - This is a free text field. If you do not know the release version please enter a dash as displayed on the above screen shot in the red circle.

'Database Name' - This is a free text field. If you do not know the Database name please enter a dash as displayed on the above screen shot in the red circle.

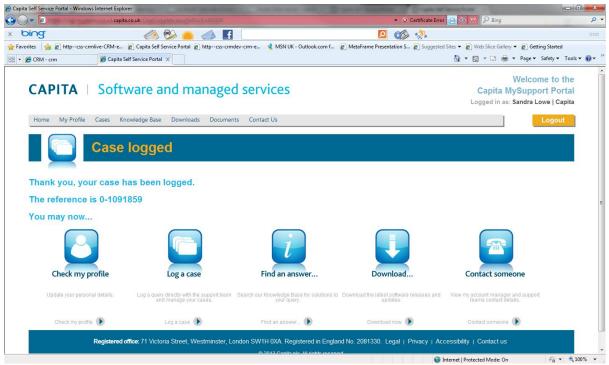
'Hardware' and 'Problem Type' are not mandatory fields and not currently used so can be ignored.

'Short Description' – Title of your fault you are reporting.

'Problem Details' – Please enter details of the problem you are experiencing including any examples if appropriate.

You can add an attachment at this stage and then click on the 'Save' button.

You will then be returned to the home page which will display a note of your case reference as highlighted in the red circle in the screen shot below.



To view your cases select 'Case history' from the case tab at the top of the screen.