

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
https://mysupport.capita-software.co.uk/Login.aspx?ReturnUrl=%2F

bing

Log in

Credentials

User Name: Remember Me

Password:

Log In

Sign Up

Forgotten 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. 2081330. Legal | Privacy | Accessibility

© 2013 Capita plc. All rights reserved.

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

Capita Self Service Portal - Windows Internet Explorer
https://mysupport.capita-software.co.uk/register.aspx

bing

Sign Up

Sign up for a new My Support 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

Contact Phone: 0121 717 3626

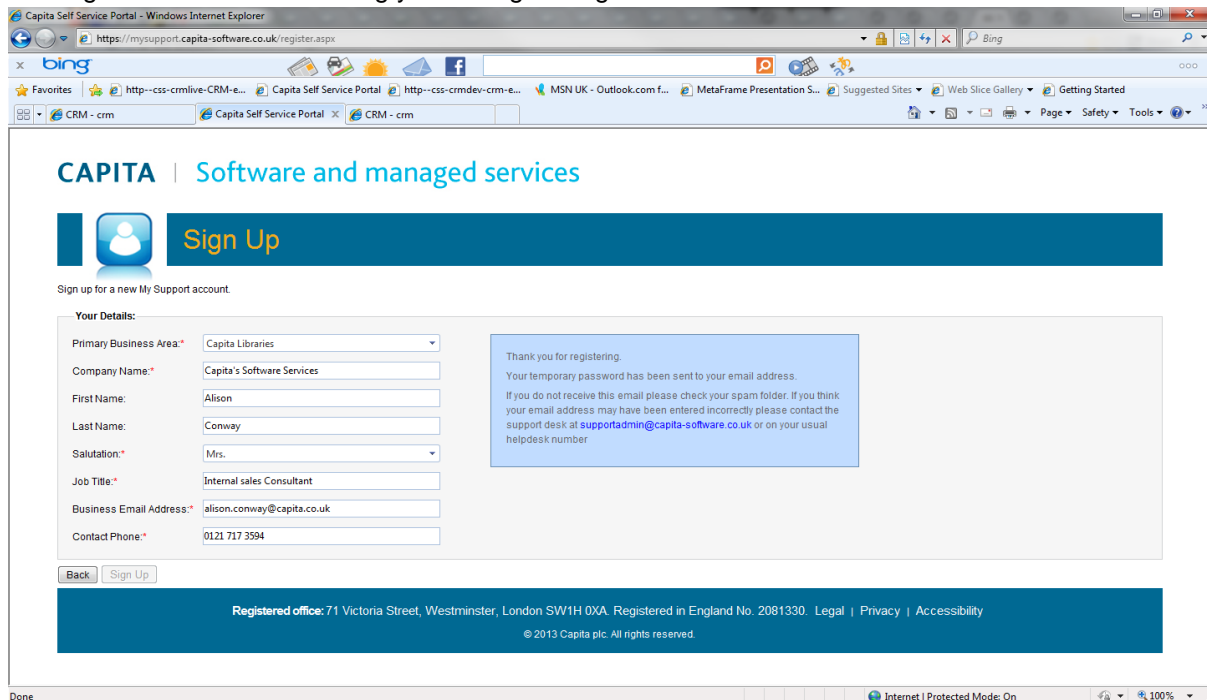
Back Sign Up

Registered office: 71 Victoria Street, Westminster, London SW1H 0XA. Registered in England No. 2081330. Legal | Privacy | Accessibility

© 2013 Capita plc. All rights reserved.

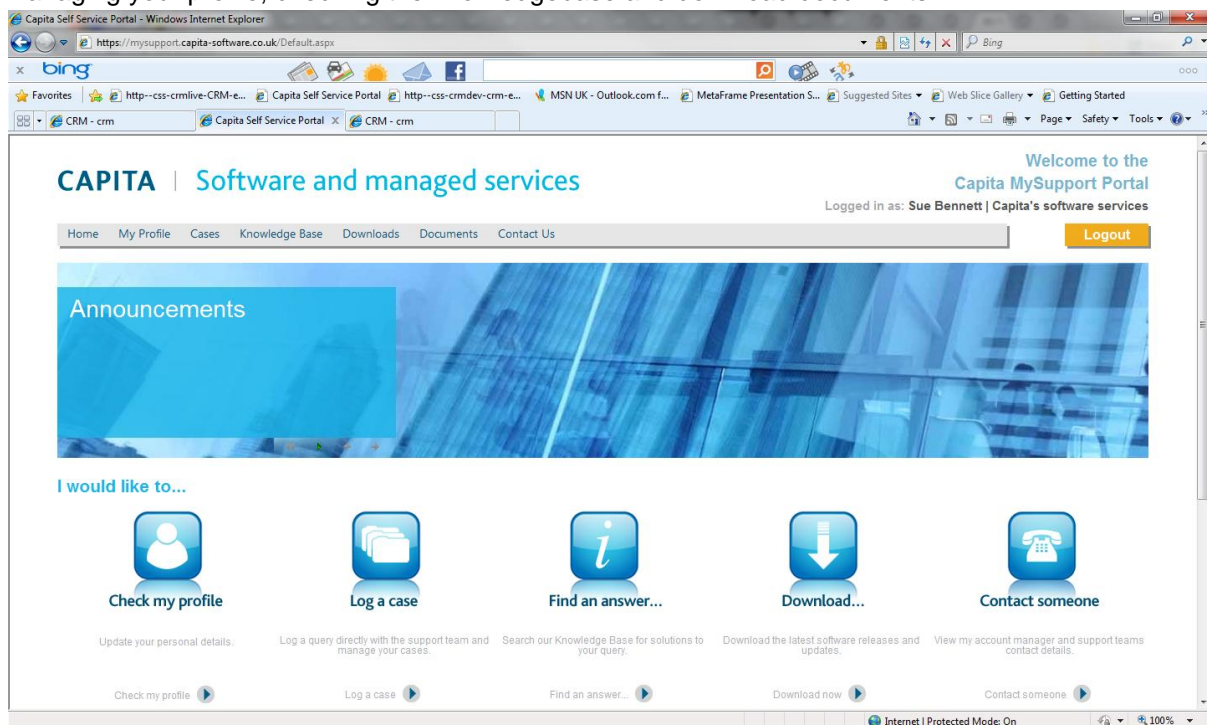
Note: Your email address must be your business email address.

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.



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 as managing your profile, checking the knowledgebase and download documents.



Raising a New Case.

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

You will be presented with the screen below.

The screenshot shows the 'Log a case' form in a web browser. The form has a blue header with the text 'Log a case'. Below the header, there is a 'New Case:' section. The form contains several fields: 'Business Area*' (dropdown menu with 'Capita Libraries' selected), 'Product*' (dropdown menu with 'Alto' selected), 'Module*' (dropdown menu with 'Libraries' selected), 'Hardware:' (dropdown menu with '-- Select a module --' selected), 'Problem Type:' (dropdown menu with '-- Select a module --' selected), 'Short Description*' (text input field with 'Test' entered), and 'Problem Details*' (text area with 'Test' entered). There are also two text input fields for 'Release Version*' and 'Database Name*', both of which are circled in red. At the bottom of the form, there is an 'Attachments:' section with a 'Browse' button and a note '(Select upto 5 files. Maximum file size 10Mb)'. The browser's address bar shows 'http://cscrmwebdev.css.ad.capita.co.uk/ViewCaseCS.aspx'.

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.

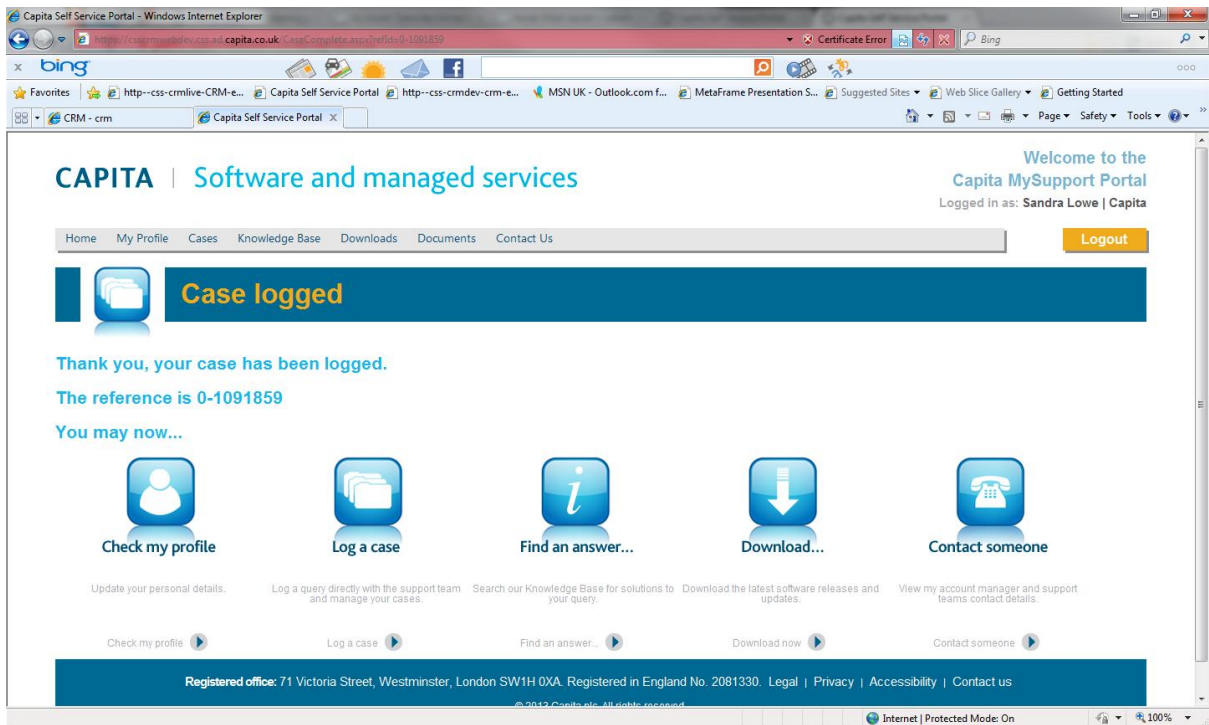
'Hardware' and **'Problem Type'** are not mandatory fields and not currently used so can be ignored.

'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.