USER MANUAL

Alistar Customer Service Portal

https://servicedesk.alistar.net

support@alistar.net

Version date: 18/11/2025

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1.   ALISTAR SERVICEPORTAL

The Alistar Customer Service Portal is available at: https://servicedesk.alistar.net

At Alistar, we believe that technology only truly works when people can use it effortlessly. This guide is here to help you get started quickly and independently with our customer service portal.

Whether you're new to the platform or already familiar with it, this document will give you a clear understanding of how our solution works and how you can apply it in practice. We keep things practical and aligned with your day-to-day reality.

Need help or have questions? Our support teams are ready to assist you — in Dutch, French, or English.
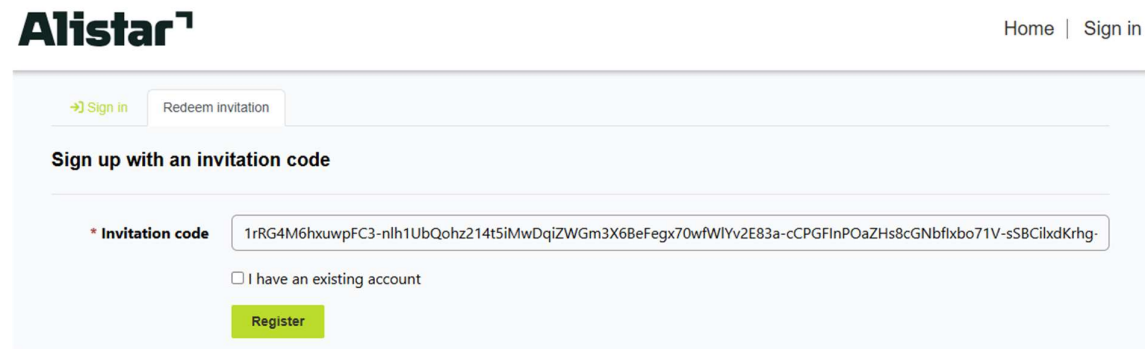
Below, there's an overview of the different support mailboxes at Alistar:

Support Mailbox	Domain of expertise
support-mwi@alistar.net	Modern Workplace Infrastructure
support-mwa@alistar.net	Modern Workplace Applications
support-ebizz@alistar.net	E-business
support-bc@alistar.net	Business Central
support-caremanager@alistar.net	Caremanager
support-ce@alistar.net	Customer Engagement
support-data@alistar.net	Data Solutions

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2.   YOUR NEW PORTAL USER

You've received an email from support@alistar.net containing a Registrationlink.

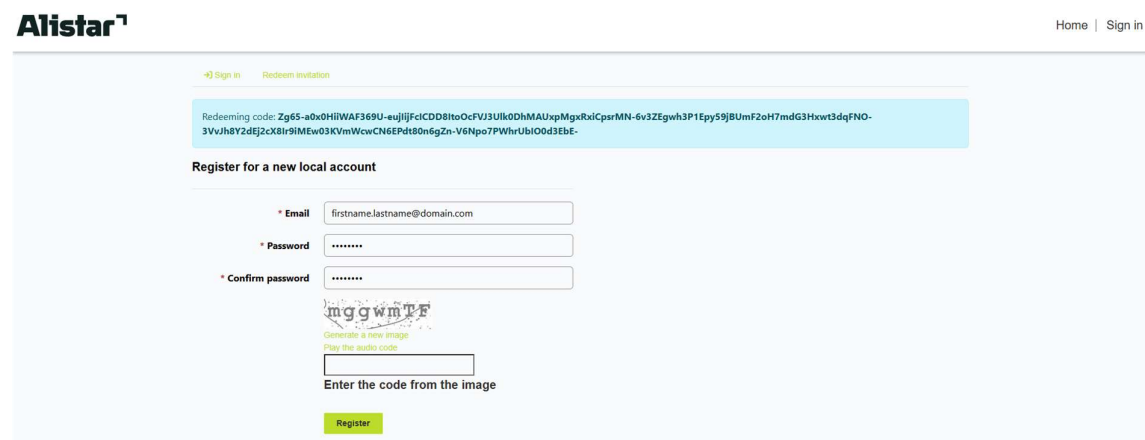Via this link, you'll arrive on the following page:

Click "**Register**" to continue.

Fill your **Email** & **Password**.

Click "**Register**" to continue.

Now, you can login with your Email & Password on https://servicedesk.alistar.net

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3.   LOGIN WITH VERIFICATION CODE

When you sign in on https://servicedesk.alistar.net, we automatically send a verification code to your email address to confirm your identity and protect access to sensitive data. This extra step reduces the risk of unauthorized access and strengthens overall security.

The verification code you need is inside the email message. See example below:

Beste gebruiker,

Uw verificatiecode voor toegang tot het customer service portal (servicedesk.alistar.net) is: ▯
Voer deze code in om uw login te bevestigen.
Deze code is 10 minuten geldig.

Let op: negeer de tracking token in het onderwerp van deze e-mail. Deze is alleen bedoeld voor interne opvolging.

Dear user,

Your verification code for accessing the customer service portal (servicedesk.alistar.net) is: ▯
Please enter this code to confirm your login.
This code is valid for 10 minutes.

Note: Please ignore the tracking token in the subject line of this email. It is for internal use only.

Kind regards,

ALISTAR

Support - Alistar
support@alistar.net
servicedesk.alistar.net

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4.   CREATE A NEW CASE

You can create a new Case by logging in to https://servicedesk.alistar.net and click on "**Create Case**" in the top navigation menu of the page.

Fill out the Create Case form and click the **Submit** button at the bottom of the page.

In the description field, feel free to include screenshots if this helps to explain your service request.

Below, we describe the different Alistar business branches that represent the different expertise domains:

1. Business Central

Expertise in Microsoft Dynamics 365 Business Central, an ERP solution for financial administration, inventory management, and business processes.

2. Customer Engagement

Focus on Microsoft Dynamics 365 Customer Engagement (CRM).

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3. Data Solutions

Expertise in data analysis, reporting, and integration.

This branch includes:

- Business Intelligence solutions
- Data migration and system integrations
- Power BI and data warehousing

4. E-Business

Support for digital platforms and online applications. Services include:

- CAReManager: Care and case management software
- Community Manager: Online community management
- Natch: E-commerce and integration platform
- E-Business Support: Technical and functional assistance

5. Exact (Application Services)

Specialization in Exact software for accounting and business management.

This branch offers:

- Application management and support
- Updates and configuration of Exact environments

6. Modern Workplace

Expertise in Microsoft 365 and IT infrastructure for a modern work environment.

Services include:

- Client and hardware support
- Installation of new users and devices (including Intune)
- Security and hacking support
- Server management, backup, and license administration
- Security alerts

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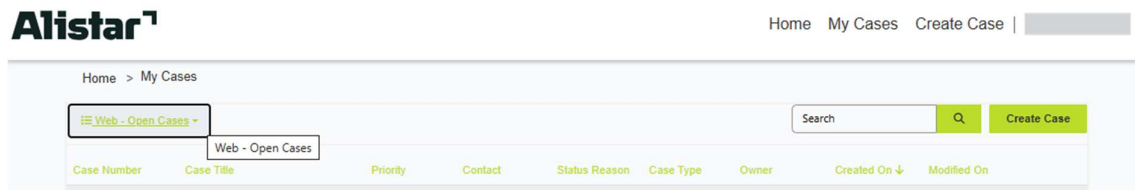
5. FOLLOW-UP ON CASES

- To view and follow up on an open case, log in at https://servicedesk.alistar.net and click "**My Cases**" at the top.
- The overview displays all service cases created by you or one of your colleagues.
- Click on any of these cases to view the details.
- Want to add new information to an existing service case?
- Click "Add comment" or "Portal Comment".
- Then click "Submit" to add your update to the existing service case.

The different filters on Cases explained
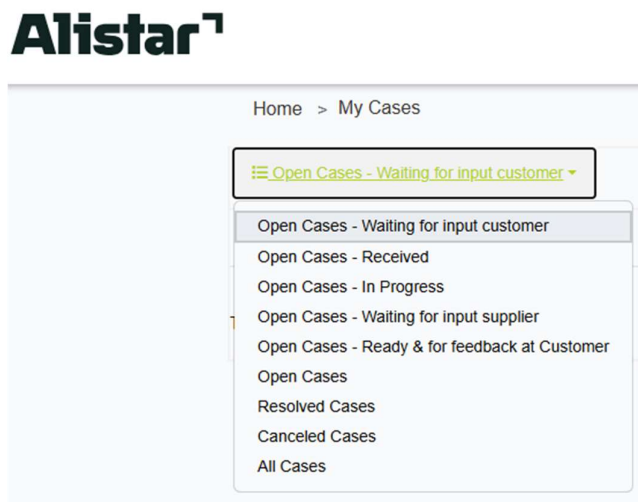
Below, you can find an explanation of each filter:

Filter Name	Explanation
Open Cases – Waiting for input customer	Cases that are paused because Alistar customer service is waiting for input from the customer.
Open Cases - Received	New Cases that still need to be picked up by Alistar customer service.
Open Cases - In Progress	Cases that are in progress at Alistar customer service.
Open Cases - Waiting for input supplier	Cases that are paused because Alistar customer service is waiting for input from an external supplier.
Open Cases - Ready & for feedback at Customer	Cases that are resolved according to Alistar customer service, and we give the opportunity for the customer to provide feedback during the next week.
Open Case	Cases that are currently open.

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Resolved Cases	Cases that are closed.
Canceled Cases	Cases that are canceled.
All Cases	The full list of all Cases.

The different Case columns explained

Case column	Explanation
Case Number	Unique number of the case that you can use to uniquely identify the case. Use the Case Number in communication with Alistar support.
Case Title	Short title of the issue
Priority	The priority attributed to the case. The different levels go from "P1 – Very High" to "P4 - Low". P1 = Major business impact, system down, no workaround. P2 = Significant business impact. P3 = Limited business impact. P4 = No business impact.
Contact	The contact who will receive updates about the case.
Status Reason	See below: Case Status explained.
Case Type	Incident = an unexpected issue or disruption that affects normal operations and needs immediate attention (e.g., system outage or error). Service Request: a request for standard services or information, such as access, configuration, or installation (e.g., new user setup). Change Request: a formal request to modify existing systems or processes, often requiring approval and planning (e.g., adding a new feature or workflow change).
End User Name	Name of the user who has the issue
Description	Description of the issue (i.e. the problem, the expected behavior and the steps to reproduce the issue).
Owner	The Alistar person or team to which the case is assigned to work on.
Created On	Date and time that the case was created.
Modified On	Date and time that the case was last modified.

Case Status explained

Status	Explanation
100. Received	The case has been received but hasn't been assigned to a team or engineer yet.
200. In Progress	The case has been assigned and is currently being handled by a team or engineer.
210. Waiting For Result	A potential solution has been applied. We are monitoring whether it resolves the issue effectively — e.g. after an update or scheduled process.
220. Feedback customer received	The customer has provided feedback. If the case was already closed, a new case may be created and linked to the original one.
230 Second Line	Due to the complexity of the case or the required changes, the case has been escalated to a project manager or a specialized engineer.
240. Internal Sales	A commercial solution is required (e.g. hardware, licenses, or customization). Your account manager will get in contact with you.
250 To be Planned	An appointment needs to be scheduled with an engineer outside the support team.
300. Waiting Approval Customer / on-hold	A solution has been proposed, and we're awaiting customer approval. Or, the suggested solution will be available at a later time, therefore the case is on hold.

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310. Requested Info to Customer	Additional information is required from the customer to proceed. You typically received a question via email or via a portal comment.
320. Waiting For Details Supplier	Input from an external supplier (hardware or software) is needed. A request has been sent to the supplier.
400. Ready	The issue has been resolved and you will be informed about the solution shortly.
410. Ready - Feedback Email Sent	The issue has been resolved and you received a notification about this, typically by email. As customer, you have 7 days to provide feedback. After these 7 days, the case will automatically close.
420 Canceled	The case has been canceled—either because the issue resolved itself or a workaround was found.
430 Merged	This case has been merged with another case (typically because of an overlap).
440 Information Provided	It was an informative question for which no intervention was required.
450. Problem solved	The issue has been successfully resolved. No further action required.

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