



Logging in to SmarterTrack

Help Documentation

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Logging into SmarterTrack

SmarterTrack's Web interface uses a modern and mobile-friendly design and is divided into two components: the management interface and the portal interface. Administrators use the management interface to set up departments and establish permissions for agents. Agents use the management interface to respond to and manage tickets, interact in chats and to access other features of SmarterTrack. Customers can use the portal interface to retrieve ticket information, submit new tickets and chats, search knowledge base articles, participate in the Community and more.

Logging into the Portal Interface

Customers, agents, and administrators can log into the portal interface via the portal website URL, which can be obtained from the SmarterTrack administrator. To log into the portal, click the Login button. Type the username and password in the appropriate fields and click Login .

Agents and administrators can also navigate to the portal interface directly from the management interface. When logged into the management interface they can simply click their avatar image in the upper right corner and choose Open the Portal from the drop down menu. The portal interface will load in another window.

Logging into the Management Interface

Agents can obtain the link to the management interface login page from their SmarterTrack administrator. However, the general URL for the SmarterTrack management interface will be something similar to `your_helpdesk_URL/management/root.aspx`. Therefore, if the help desk is located at `https://support.example.com` then the agent login will be found at `https://support.example.com/management/root.aspx`.

Alternatively, agents can access the management interface directly from the portal interface. Once logged into the portal, select the agent display name in the upper right corner and click Management Interface from the dropdown. Note: Agents and/or administrators that wish to access the management interface may need to re-enter their login credentials, even if they are already logged into the portal.

Logging in from Mobile Devices

Agents on-the-go can access SmarterTrack from tablet computers, smartphones or other mobile devices by navigating to their help desk installation just as they do at their desktop computer. Both the management and portal interfaces are optimized for mobile devices like the iPad/iPod and Android tablets with support for scrolling and gestures and easy to click buttons. Plus, SmarterTrack seamlessly integrates with other mobile apps, allowing remote employees to provide customer service, sales or support as efficiently as they do from the office computer.