

# Submitting Cases for Access Issues

As part of the new Partner Support initiative we will now be assisting with any access related issues via cases as opposed to emails sent to the Partner Services Help. Access related issues include but are not limited to any password, permissions, or general login issues you might be experiencing with your UltiPro SaaS credentials. Please see the below screenshots and instructions on how to log a case so that it will be routed to our team as quickly as possible.

Login to the Partner Gateway and select the **Support** option on the menu bar. Next select the **Cases** option and **New Case** button pointed out below.

The screenshot displays the Partner Gateway interface. At the top, a green header bar contains the 'PARTNER GATEWAY' logo, a search bar, and a user profile icon. Below this is a dark teal navigation bar with links for 'Accounts', 'Projects & Tools', 'Support', 'Reports', and 'Resources'. A red arrow labeled '1' points to the 'Support' link. The main content area is titled 'Support' with a subtitle: 'The Support section allows you to find your open items within Service Requests and Cases allowing you to manage any pending tasks.' Below this, there are two tabs: 'Service Requests' and 'Cases'. A red arrow labeled '2' points to the 'Cases' tab. Under the 'Cases' tab, there is a section titled 'Recently Viewed Cases' with a list of 9 items. To the right of this list is a 'New Case' button, which is pointed to by a red arrow labeled '3'. On the far right, there is a sidebar with a 'Post' button, a 'Poll' button, a 'Share an update...' input field, and a 'Share' button. Below this, there is a 'Sort by:' dropdown menu set to 'Most Recent Activity' and a search bar for the feed.

Please see below for details on how to complete each case field.

**Who is having the issue?** – Please select the name of the Partner that you work for.

**How should we contact them?** – This field is more for when you are logging a case on behalf of a customer. Due to the volume of access issues we receive our team will initially contact you by commenting directly on the case itself. What you input here does not have any implications so feel free to just put N/A or something along those lines.

**What are you working with today?** – System Management

**Subject** – **Please start the subject with the word Access.** Doing this will immediately route your case to our team resulting in the quickest resolution. Follow this with a brief explanation of your issue.

**Description** – Detail the issue you are experiencing and be sure to include the customer's name and/or AR #. If you are having issues logging in please be sure to include the URL where you are attempting to do so. Once submitted, you will have the option to include a screenshot.

The screenshot shows the 'Partner Gateway' interface for creating a new case. The form is divided into two main sections: a left sidebar for case details and a right pane for recommended solutions.

**Left Sidebar Fields:**

- Who is having the issue?**: A dropdown menu with a blurred selection.
- How should we contact them?**: A text input field labeled 'Email'.
- What are you working with today?**: A dropdown menu with 'System Management' selected.
- Is this related to one of the following? (Optional)**: A dropdown menu with 'System Availability' selected.
- Subject:**: A text input field containing 'Access - Citrix password reset for USG1000'. This field is highlighted with a red border.
- Description:**: A text input field containing 'I am unable to login with my Citrix password for USG1000 at [aew24.ultipio.com](#)'.
- Buttons:** 'Submit' (green) and 'Cancel' (white) buttons at the bottom.

**Right Pane: Recommended Solutions**

Solution Title	Date
<b>What do I do when I am locked out of Citrix or Back Office?</b> Unable to log in to Back Office or Citrix. ... Getting message that I am temporarily locked out, issues logging into BO	03/26/2020
<b>Citrix Password Requirements</b> When resetting citrix passwords customers receive an error message. ... "Incorrect user name or password" (Go to Resolution)	03/18/2020
<b>Employee is unable to access onboarding and we cannot reset his password. How can we get him access? (still in PHV step)</b>	03/18/2020
<b>Can I give the Reset Password role to a GUEST User?</b> Can Guest users have a role that only provides access to only reset User's passwords?	01/19/2020
<b>How To Do a Mass Password Reset to Web User Accounts</b> Can I reset multiple web user account passwords at the same time? ... Is there a quicker way of resetting employees password on Web without affecting our frequent users?	03/05/2020
<b>I am Unable to delete user login. Receive: "an error has occurred while attempting to delete the selected user account. Please contact your system administrator."</b> A user login was created for a new employee, but had an incorrect spelling. ... I tried to delete the login but it failed.	08/17/2019
<b>Configure Direct Login Access</b> For example, if you qualify by Company and Department, all users in the selected Company or in the selected ... To white list one or more users, select the White Listed radio button.	08/15/2019

Once you select the **Submit** button on your case you will be brought to the below screen. Screenshots can be very helpful to our team with troubleshooting so feel free to attach one to the case using the **Upload File** button shown below. If no screenshot is attached but we determine one is needed we will comment on the case requesting this be added.

**PARTNER GATEWAY** Search...

Home Accounts Projects & Tools Support Reports Resources

**Case 17705236** [+ Follow](#) [Edit](#)

Subject	Status
Access - Citrix password reset for USG1000	New

**Case Contact Details**

**Case Details**

Case Number 17705236	Severity 1
Status New	Case Owner Support - Systems

**Upload File**

ATTACHMENT	CREATED BY	CREATED DATE
------------	------------	--------------

**Post**

Share an update... [Share](#)

Sort by: Latest Posts