**Checks and Questions Portal360**

**Questions**

* Please identify your access (username and password).
* Please describe, step by step: what you are doing, what is not working, and at which moment.
* If the difficulty you are facing is linked to the Mail Management module for a specific account, please indicate the account(s).
* If the difficulty you are facing is linked to the Xchange Management module for a specific Xchange, please indicate the Xchange Box ID(s).
* If the difficulty you are facing is linked to the VSAT Management module for a specific VSAT, please indicate the VSAT ID(s) or vessel names.
* Which browser and browser version are you using?
* Since when did the service stop working?
* What is the error code or error message? (Please include a screenshot)
* For our reference, please copy the URL where you got the error.

**Checks**

* Try to log in with the customer’s credentials.
* Check the customer’s access rights.
* Reproduce the problem provided by customer (use **Chrome**).
* Copy the URL where you were able to reproduce the error.
* *To escalate, put all information from the customer and add your test results before escalating the issue to the Admin Team ASG, including a screen shot of the error message and, possibly, additional information.*