



The new & better way to get IT support

Service Hub Desktop Client - User Guide

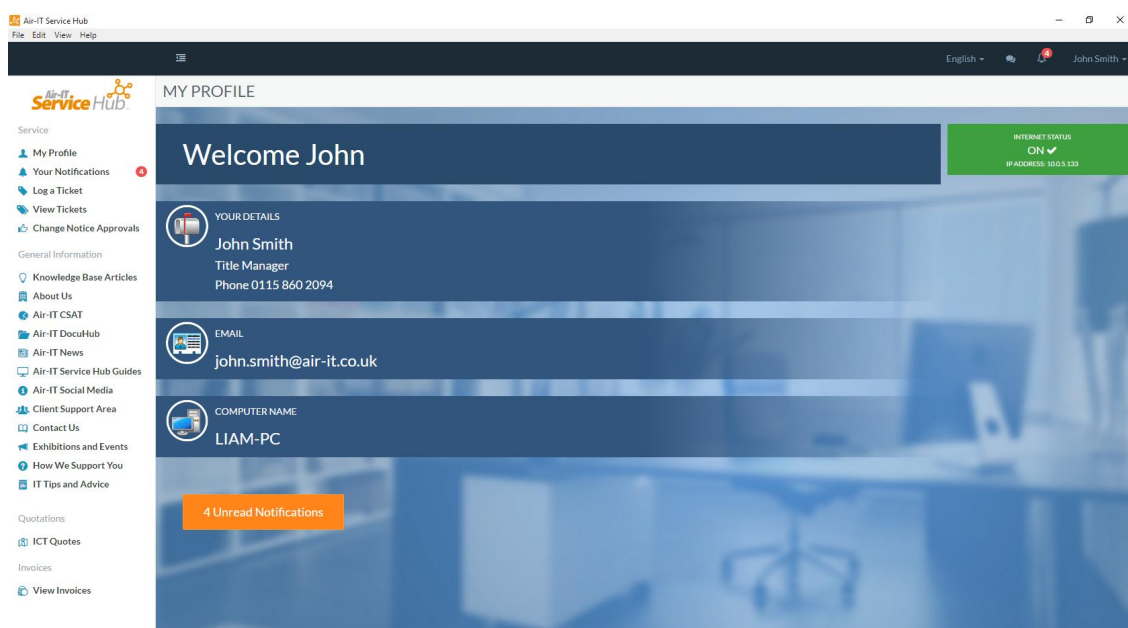
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Service Hub and its Key Features

Service Hub provides direct access to our Service Desk team making it a quick, easy and efficient way to request support from us and to manage your account – *either directly from your desktop or whilst you're on the move.*



Service Hub Client Profile Page

Service Hub helps us to deliver much faster resolution times and better service allowing you to:

Log and manage support tickets

- Quickly and accurately log tickets using drop down menus and forms for faster fix of common issues. View existing tickets for updates and progress – quick, simple and saving you a phone call.

Approve support requests for staff

- If you're a decision-maker or responsible for your company's ICT – you can manage and approve support requests for your staff.

Get integrated live chat

- Interact directly with a technician all through your support request from start to finish – deal with a real person rather than an automated response.

Receive pop up alerts straight to your desktop

- You'll receive important messages about your ICT directly on your screen – always keeping you informed about issues that may affect your performance.

Login automatically with integrated security

- Launches when you start your PC. No passwords to forget, you'll be logged in automatically – safely and securely – making it quick and easy to use.

Built for mobility – access on the move

- Web based version allows full access to all features on any platform and any device – ideal when you're out of the office and on the move.

Access extensive knowledge base

- Access our extensive library of training resources and self-help guides helping you to solve common issues yourself. This is an area which we'll develop further over time that can include information bespoke to your business and systems.

Request & Manage your quotations

- All users can request quotations from us and decision makers can view, amend and approve any quotes that we've issued to your account.

Manage your invoices

- Authorised users such as billing staff can search and access any invoices we've generated.

Access and Logging in

Accessing Service Hub

Service Hub will be installed on your computer and should launch automatically when you start your PC or laptop.

It will then run in the background and can be accessed by clicking the shortcut icon on your start menu, desktop or the one found in your system tray which is on the right hand side of your taskbar.



Shortcut icon

Service Hub is also available to download on Mac operating systems, the features of the Mac version are identical to the Windows based version.



Click arrow highlighted to access Service Hub in your system tray

Automatic login

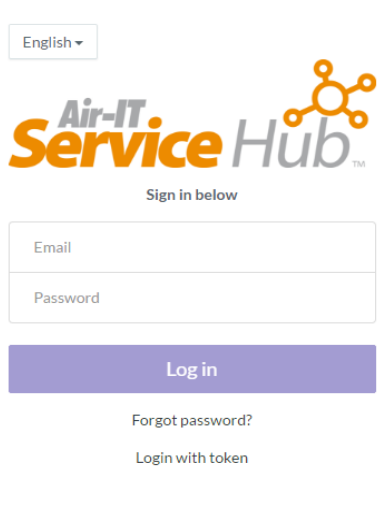
When accessing Service Hub you should be logged in automatically, however, if you're prompted with a login screen please enter your email address and password.

The Air-IT Service Desk will provide you with your password details during in setup.

Forgot your Password

If you've forgotten your password hit the **Forgot password** link and it will be emailed to you.

If you do not receive your login details, please contact the Air-IT Service Desk by calling +44 (0)115 860 2094 or email support@air-it.co.uk



The screenshot shows the Air-IT Service Hub login interface. At the top left is a language dropdown menu set to 'English'. The Air-IT Service Hub logo is centered at the top. Below the logo is the text 'Sign in below'. There are two input fields: 'Email' and 'Password'. Below these fields is a purple 'Log in' button. Underneath the button are two links: 'Forgot password?' and 'Login with token'.

Service Hub login screen

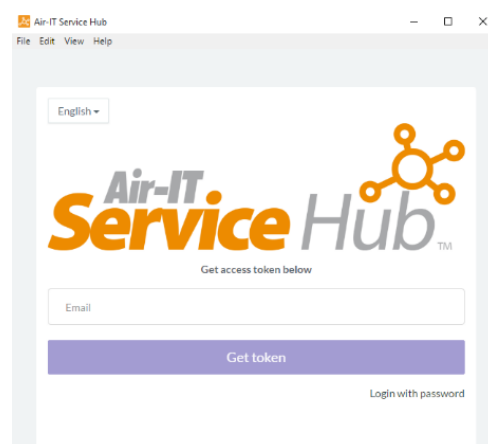
Login with token

You can also login to Service Hub without your password using the token feature (available across all platforms).

To do this click the **login with token** link, **enter your email address** in the box and then **hit the Get Token button**.

You will then receive an email with a unique, one off 6-digit code, 'your token' which can be used to login with.

You are able to use either method (password or token) when logging in to Service Hub, when being prompted with a login screen and not being logged in automatically.

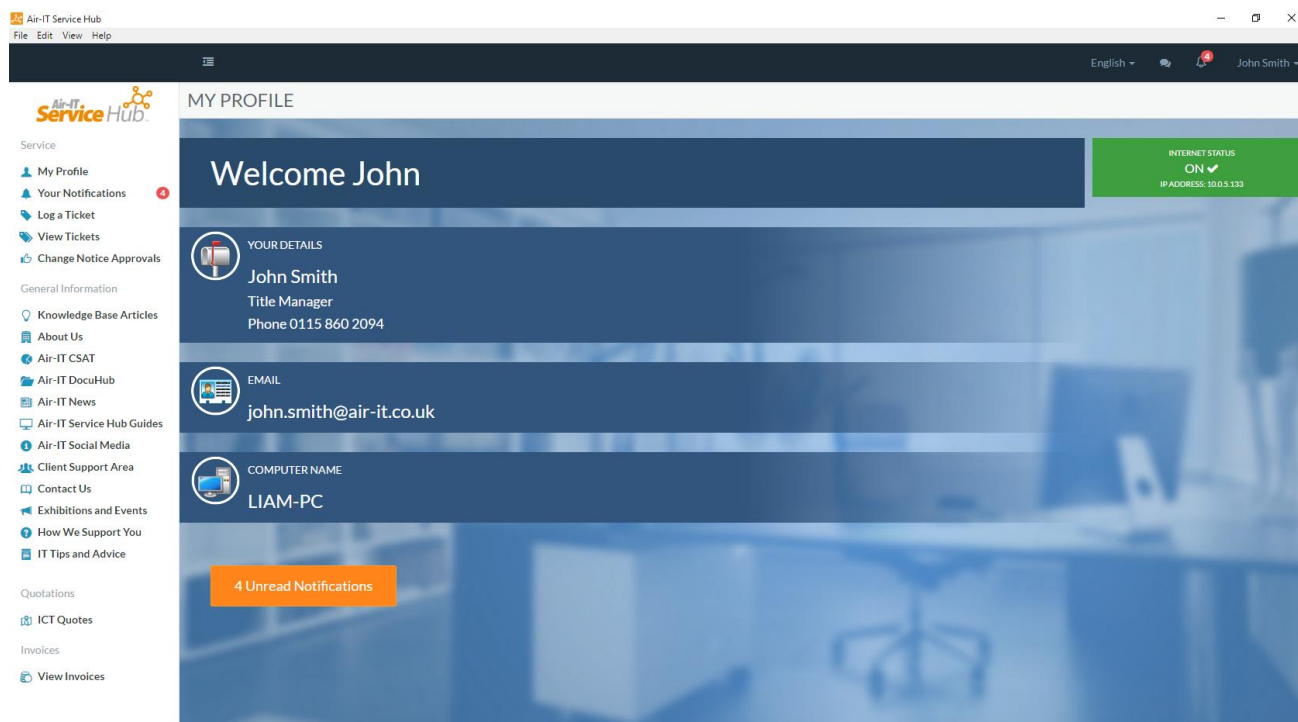


The screenshot shows the 'Get token' screen within the Air-IT Service Hub application window. The window has a title bar with 'Air-IT Service Hub' and standard OS controls. The interface includes a language dropdown set to 'English', the Air-IT Service Hub logo, and the text 'Get access token below'. There is an 'Email' input field and a purple 'Get token' button. At the bottom right, there is a link that says 'Login with password'.

Your Profile Page

After logging in to Service Hub you will be presented with your **Profile Page** which contains basic information about you, your computer and your internet details.

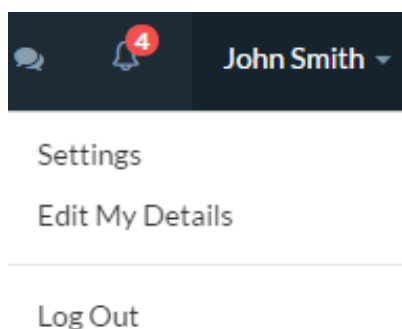
This will be used by the Air-IT Service Desk to help identify you should the need arise.



Your Profile Page

Changing Your Details

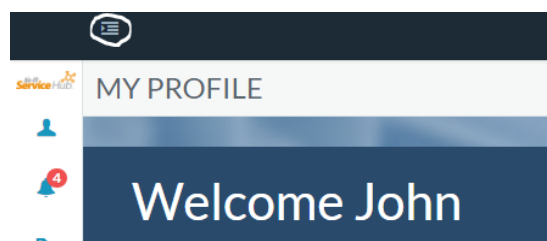
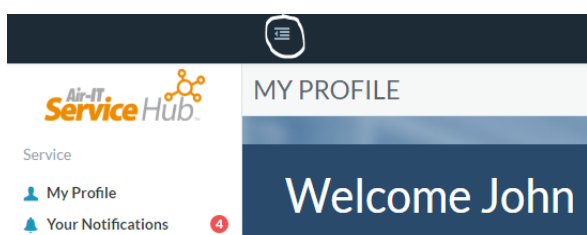
If you'd like to change your details you can update your name, title and phone number and tell us the preferred number you'd like to be contacted on. Do this by clicking on your name at the top right of the application, and clicking on **Edit My Details**.



Changing to Full Screen Mode

If you'd like more screen space when working on larger content, you can hide the left hand menu panel and use your full screen.

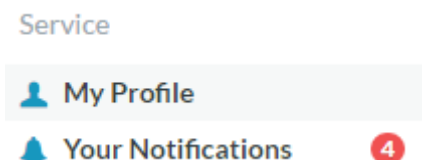
To do this click on the grey arrow at the top left of the main panel – the left hand menu will then be hidden and you will have maximum viewing space.



To hide left hand menu click arrow to maximise screen space

Returning to Your Profile Page

You can navigate back to your profile page at any time by clicking **My Profile** under the Service menu.



My Profile

Further information about the Service Hub profile page can be found in our [Desktop Client quick guide information sheet](#).





Your Notifications

From time to time you will receive notifications from our Service Desk about support issues and updates about your tickets.

Desktop Alerts

When a new notification is issued you will receive a desktop alert that will pop up on your screen. This includes two types of notification:

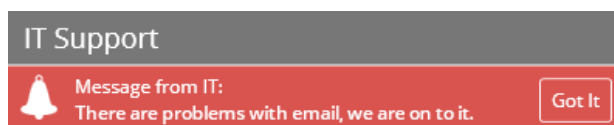
Service

-  [My Profile](#)
-  [Your Notifications](#) 4
-  [Log a Ticket](#)
-  [View Tickets](#)

Your Notifications

1. Service Desk Notifications

If there are any support issues that may affect your business our Service Desk will send important notifications to you and your staff or selected people within your company.



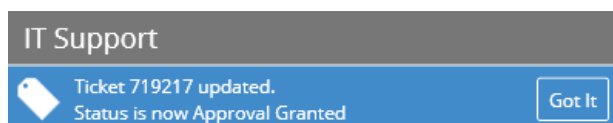
Service Desk notifications

Service Desk notifications will show as red messages when popping up on your screen and will be marked red in **Your Notifications**. These important messages will remain in Service Hub until removed by the Service Desk team.

2. Ticket Notifications

You will also receive notifications about your tickets when a status has changed or a note has been added.

If you have access rights to approve tickets, you will also receive notifications when new tickets need approving.

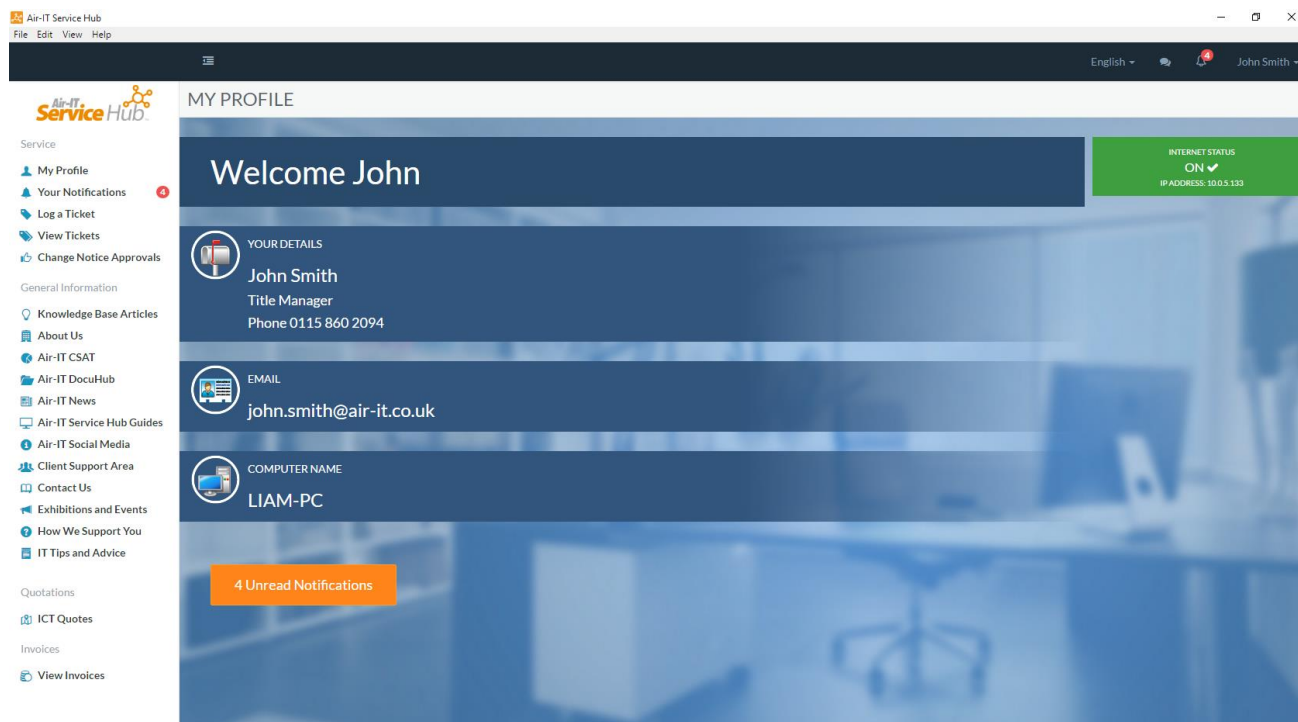


Notifications for ticket approvals

Ticket notifications will show as blue messages when popping up on screen and in **Your Notifications**. These messages will disappear once they have been read.

Accessing Notifications

You can access notifications from your profile screen by clicking on the orange (*unread notifications*) or the red (*important notices*) buttons and by clicking **Your Notifications** in the Service menu.



Click your notifications

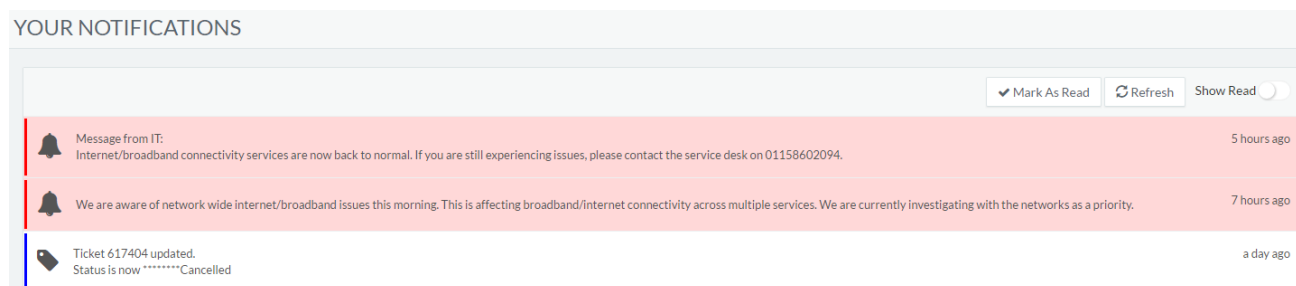
You will also be reminded about any important Service Desk notifications when logging new tickets.



Important Service Desk notifications show when logging tickets

Viewing Notifications

All notifications will be listed in **Your Notifications** and can be read by clicking on them.



Viewing Your Notifications

You can also mark notifications as read, refresh your list and view read notifications by using the icons on the top right hand side of your screen.



Mark as read, refresh list, view read notifications

Notifications Pending

The number of notifications you have pending will be indicated by the red circle next to **Your Notifications** in the Service menu and on **Your Profile** page in the orange or red buttons.



Buttons indicating unread notifications

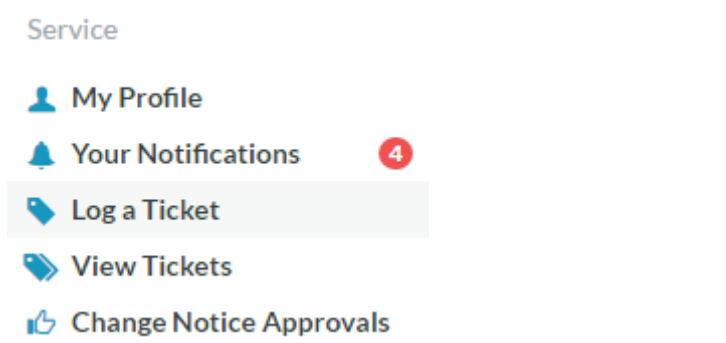
The Service Hub icon on your task bar will also highlight the number of unread notifications in addition to any approvals that are also pending.



Icon on task bar indicating no of tickets to approve

Logging Support Tickets

To request support, click **Log a Ticket** in the Service menu and then select a support type.



Log a Ticket

Choose Support Type

You will then be presented with a list of support options to choose from, please select the option that best fits your type of issue.

A screenshot of the 'LOG A TICKET' form. At the top, there is a 'Back' button. Below it is a list of support options, each in a separate row with a light blue background and a thin border. The options are: 'I don't have a problem, I need to make a change', 'I have a problem with a computer accessory', 'I have a problem with a server', 'I have a problem with a virus', 'I have a problem with an application', 'I have a problem with email', 'I have a problem with my phone', 'I have a problem with performance/speed', 'I have a problem with remote access', 'I need a quote', 'My problem is not listed', and 'Rate Air-IT Service Hub'.

Select your support type

Select Sub-category

Then select a sub-category to further narrow down your specific issue.

LOG A TICKET > I don't have a problem, I need to make a change

Back

- A user is leaving the company
- I need a new user account creating
- I need a user's password resetting
- I need equipment moving or installing
- I need remote access to the network
- I need software installing
- I need to add/remove an alias
- I need to request a change to a user or device
- I need to request a change to Service Hub access
- My change is not listed

Choose a sub-category

Complete Form

You will then be presented with a form, please complete this as accurately as possible, and provide as much information as you can where requested.

Change – I have an unlisted change

Please complete the fields below as accurately as possible.

Have you checked to ensure your request is not listed in one of the pre-set ticket options? *

- ☐ Yes
☐ No

Request details: *

Attach a File/Screenshot

Choose File No file chosen

Submit

Complete support form

Attach Files and Screenshots

You can also choose to attach a file of up to 4MB or take a screenshot and attach it to your ticket.

Attach a File

Choose File

Log Your Support Case

When you are happy with the details you have provided, please click the submit button to log your case.

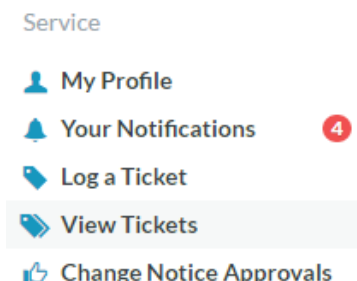
Submit

Helping Us to Help You - Resolving Your Issues Quicker

We appreciate that it may take you a little time to report your issues by answering our questions and then completing your form. However, this will mean your case has been reported accurately and with as much detail as possible. This will enable us to identify your issues quicker and allow us to deliver a much faster resolution time for you and your staff.

Viewing Tickets

To view your support tickets, click **View Tickets** under the Service Menu.

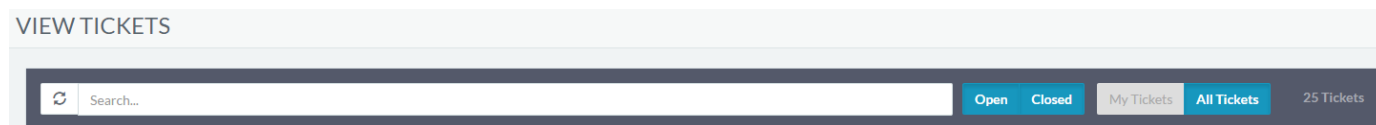


View tickets

Searching Tickets

You can search tickets using the search bar at the top of the page by typing a keyword. You can also filter tickets by **Open** and **Closed** status by clicking on the blue buttons.

If you have access rights to approve tickets for your staff you will also be able to filter **All Tickets** and **My Tickets** helping you identify any tickets issued companywide as well as just your own.

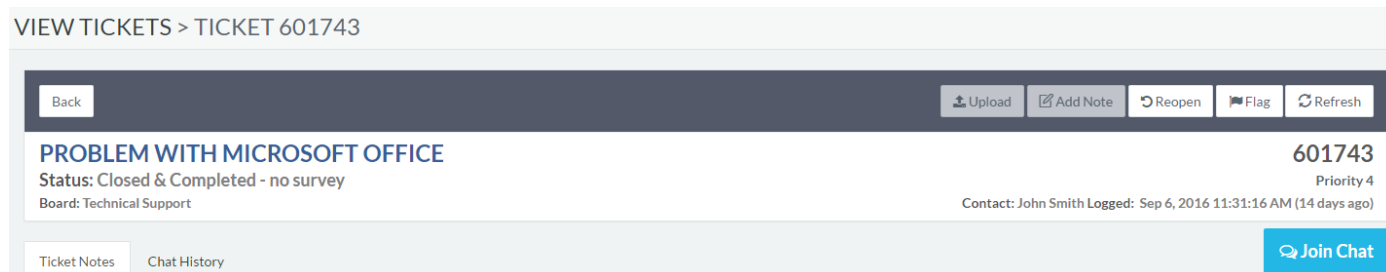


Filter tickets by status and search

View Individual Tickets

You can view any individual ticket by clicking on one.

When viewing a ticket, you can see all the necessary details including notes, any updates issued, live chat history and a timeline of all work completed.



Viewing individual tickets

Changing Tickets

You also have options to change the ticket using the buttons in the top right hand corner.



Changing tickets

For any open tickets you can:

- Upload a file
- Add a note
- Close the ticket
- Flag the ticket
- Refresh the ticket

Any closed tickets can also be re-opened. You also have the option to initiate live chat with a support technician.

Flagging Tickets

If you have a query about any of your tickets, you can flag them for review by clicking the flag button in the top right hand corner.

Flag Ticket

Why do you want to flag this ticket?

Save

Cancel

Flagging tickets

A pop up window will appear where you can leave a message for your Support Technician or Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

Accessing Live Chat

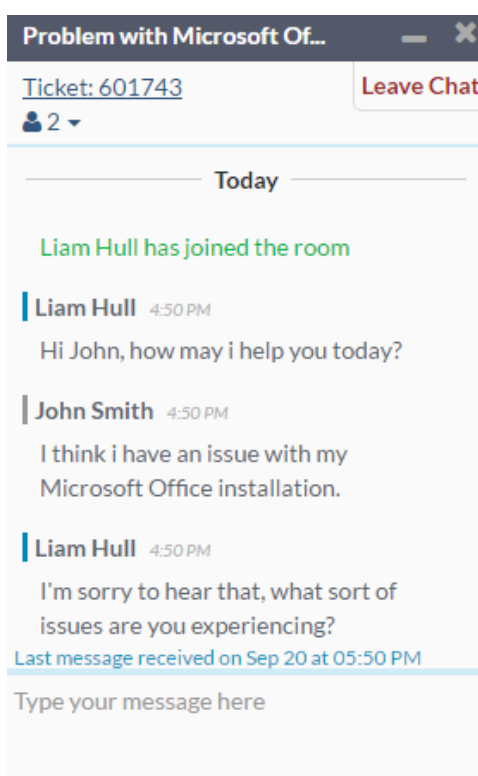
When logging and viewing tickets you also have the option to initiate live chat with a support technician.

Starting a Chat Session

To start a live chat session, click on the blue **“Join Chat”** button on the right hand side of the screen.

 Join Chat

Once you click the button a chat window will appear to the right of your ticket which will show the name of the technician you are talking to.



Chat window

Type your message in the box provided to communicate directly with a support technician in real time.

Closing a Chat Session

Once you have completed your chat session, **Press ‘X’** at the top to close the chat window or click on **Leave Chat**



Your chat history will be saved against your support ticket in the **Chat History** tab next to ticket notes.

VIEW TICKETS > TICKET 617404

[Back](#)[Upload](#)[Add Note](#)[Close](#)[Flag](#)[Refresh](#)

SERVER - BACKUP - BACKUP STILL RUNNING**617404**
Status: New
Board: Technical SupportPriority 3
Contact: John Smith Logged: Sep 20, 2016 5:57:47 PM (2 minutes ago)

[Ticket Notes](#)[Chat History](#)[Join Chat](#)

Today

Liam Hull 4:58 PM
Hi John, how may i help?

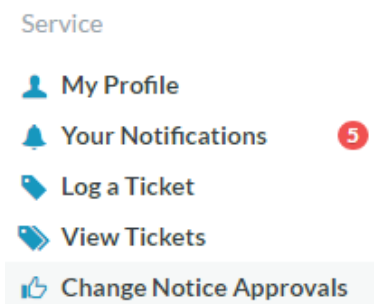
John Smith 4:59 PM
Hi Liam, the backup for our SBS server was still running but it looks to have resolved itself now.
Please close the case down and i will be in contact if there are any further issues.

Liam Hull 4:59 PM
No problem John, enjoy the rest of your day!

Chat history saved in discussion tab

Approving Tickets

If you have access rights to approve tickets for any other staff members in your company **Change Notice Approvals** will be visible under the Service menu.



Approving tickets

Number of Approvals

The number of tickets that require approving will be indicated by the red circle next to **Change Notice Approvals** in the left hand menu. The Service Hub icon on your task bar will also highlight your number of approvals as well as any notifications that you have pending.

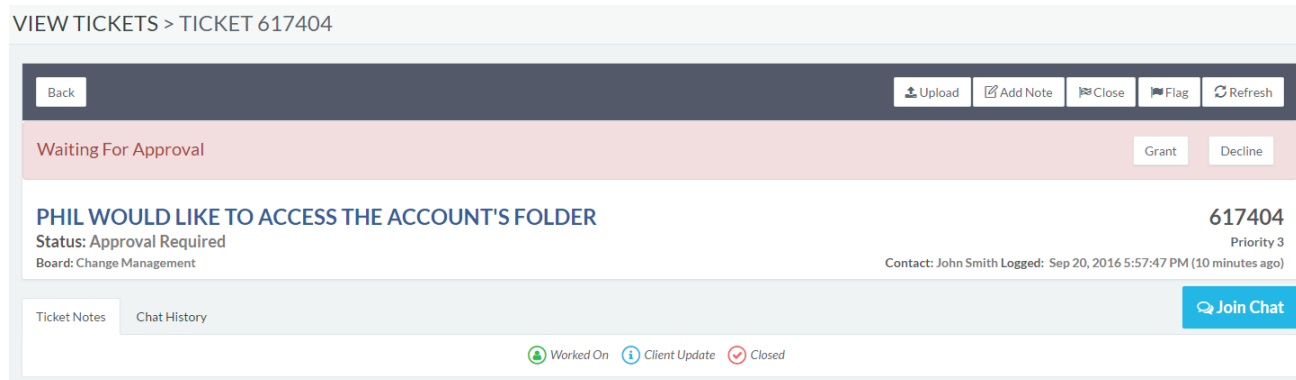


Icon on task bar indicating no of tickets to approve

How to Approve Tickets

To approve tickets, click **Change Notice Approvals** and you will see all tickets that require your approval. Click on your chosen ticket and you can then choose to **Grant** or **Decline** approval.

You also have the option to upload a file, add a note and close, flag or refresh the ticket before approval.



Grant or Decline ticket approval

Knowledge Base

Our **Knowledge Base** includes a range of useful training resources, video tutorials and self-help guides that will enable you to solve common issues yourself. This will be built upon over time as more articles become available and are added by our Service Desk team.

The Knowledge Base can also be personalised and can include resources and training materials that are specific to your business and internal systems – just ask your our Service Desk team for more information.

Accessing the Knowledge Base

To access the Knowledge Base, click on **Knowledge Base Articles** in the left hand menu.

General Information

 **Knowledge Base Articles**

Access Knowledge base

Viewing Articles

You will then be presented with a list of learning categories to choose from, select the one that best suits your needs.

KNOWLEDGE BASE ARTICLES

3CX - Physical Handsets

3CX - Soft Phone

Air-IT Anti-Spam Service

Microsoft Office 365

Microsoft Office Access

Microsoft Office Excel

Microsoft Office OneNote

Microsoft Office Outlook

Microsoft Office PowerPoint

Microsoft Office Project

Microsoft Office Publisher

Microsoft Office Visio

Select learning category

A list of articles will then appear relevant to the category you have chosen. These can be sorted using the filter drop down menu in the top right hand corner.

KNOWLEDGE BASE ARTICLES > Microsoft Windows

[Back](#)Filter All

All about apps and get more

Win 8

"App" is another word for program. In Windows 8 and Windows RT, some apps come built in to Windows, and there are even more available in the Windows Store. To search, browse, and download apps in the Windows Store, you need to have Windows 8 or Windows RT. You also need a Microsoft account. If you don't yet have Windows 8 or Windows RT, you can see some of the popular apps available.

Changing Windows settings

Win 7

Watch this video to learn how to change common settings

Connect your Microsoft account

Win 8

A Microsoft account is your email address and a password. When you use your Microsoft account to sign in to your Windows 8 or Windows RT PC, it's your key to free online storage, mobile entertainment, thousands of apps in the Windows Store, and connecting your devices and accounts seamlessly. If you already use services like Xbox, Outlook.com, or MSN, you've already got a Microsoft account. After you connect a Microsoft account, you can do a lot with it: get apps, play Xbox games with friends, play music in the Music app, and add your Twitter and LinkedIn accounts to the People app so you get updates from the people you care about in one place.


Connecting to Bluetooth devices

Win 10

Thanks to Bluetooth, you can use all sorts of wireless devices with your PC – Bluetooth headphones, speakers, phones, fitness trackers – to name just a few. Start by pairing your Bluetooth device with your PC. The way you do this depends on the kind of Bluetooth device you're using.

Article list

Then select the article you wish to view to learn more.



Service

- My Profile
- Your Notifications 3
- Log a Ticket
- View Tickets
- Change Notice Approvals 1

General Information

- Knowledge Base Articles
- About Us
- Air-IT CSAT
- Air-IT DocuHub
- Air-IT News
- Air-IT Service Hub Guides
- Air-IT Social Media
- Client Support Area
- Contact Us
- Exhibitions and Events
- How We Support You
- IT Tips and Advice


Quotations

- ICT Quotes

Invoices

- View Invoices

KNOWLEDGE BASE ARTICLES > Microsoft Windows > Find lost files after the update to Windows 10

Store Products Support0 Sign in

[Manage my account](#) [Ask the community](#) [Contact us](#) [Find downloads](#)

[Join the celebration—get the Windows 10 Anniversary Update today >](#)

Find lost files after the update to Windows 10

[Email](#) [Print](#)

After updating your PC to Windows 10, you may be having trouble finding your old files. Here are some things to try.

[Show all](#)


- Check to see if you're signed in with a temporary profile
- Look for the files using Search
- If you still can't find your files, you may need to restore them from a backup
- Reenable a Windows 7 Administrator account

Example Knowledge Base article

Quotations

All users can request quotations directly from us using Service Hub. However, only authorised users will have access to **Quotations** in the left hand menu and will be able to manage and approve any quotes issued.

Quotations

 ICT Quotes

Quotations in service menu

Requesting a Quotation

You can request quotes directly through Service Hub, in the Service menu, in the same way you log a support ticket.

How to Request a Quote

1. Click **Log a Ticket** in the Service menu and choose **I need a quote** > from the list in select a support type.

LOG A TICKET

[Back](#)

I don't have a problem, I need to make a change

I have a problem with a computer accessory

I have a problem with a server

I have a problem with a virus

I have a problem with an application

I have a problem with email

I have a problem with my phone

I have a problem with performance/speed

I have a problem with remote access

I need a quote

My problem is not listed

Rate Air-IT Service Hub

Select I need a quote

2. Then choose from the sub-category options with the type of quote needed, for example, **I need new software >**

LOG A TICKET > I need a quote

Back

I need general advice

I need more user licences

I need new hardware

I need new software

Choose quote type

3. You will then be presented with a form, please complete this with the details of the quotation needed and provide as much information as you can where requested.

Quote – New Software

Please complete the fields below as accurately as possible.

I need... *

- ☒ A quote for new software
- ☐ A quote for software to add to/upgrade an existing piece of software

What kind of software are you looking for? *

- ☐ Windows
- ☐ Microsoft Office / Office 365
- ☐ Anti-Virus
- ☐ Anti-Spam
- ☐ Backup
- ☒ Adobe Product
- ☐ Email Signature Solution
- ☐ Other (please specify below)

Further details/requirements: *

Submit

Please provide any further details regarding your request. For example date required, number of user licenses etc

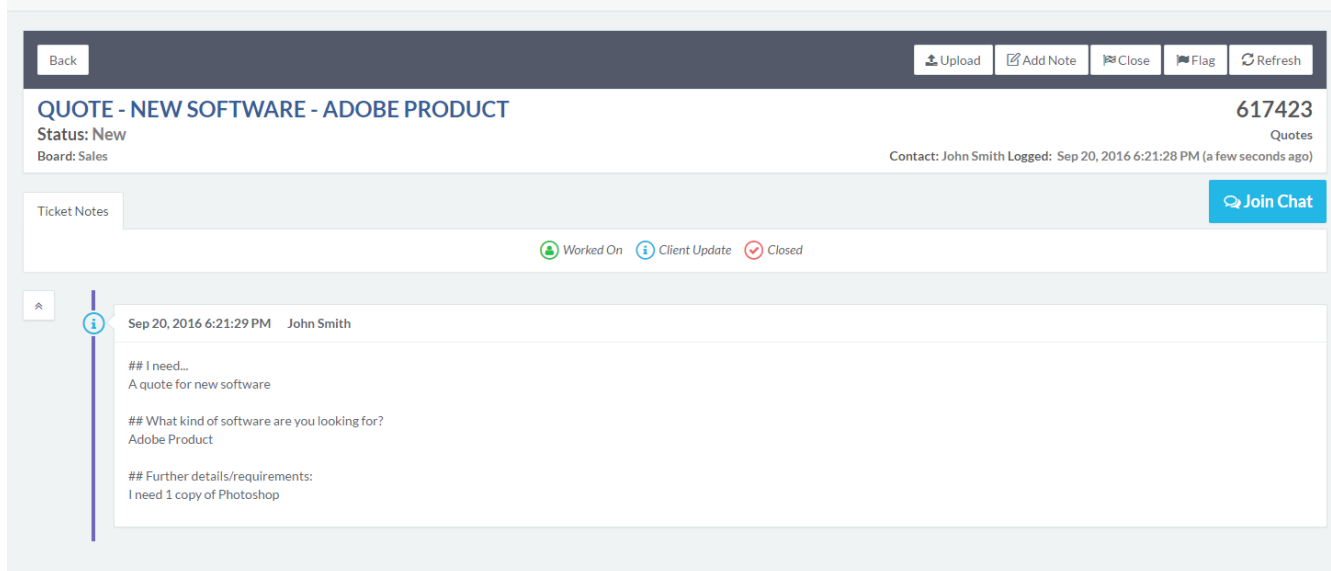
Complete quotation form

4. When you're happy with the details you have provided, please click the submit button to request your quotation.

Submit

This will create a ticket in Service Hub which you can track and monitor whilst our procurement team completes your quote for review and approval.

VIEW TICKETS > TICKET 617423

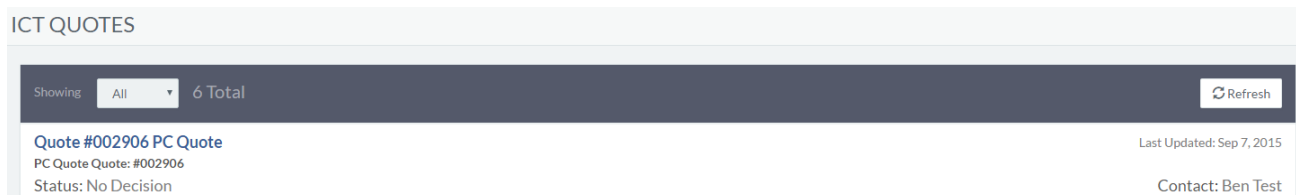


The screenshot shows the 'QUOTE - NEW SOFTWARE - ADOBE PRODUCT' ticket page. At the top, there's a navigation bar with 'Back', 'Upload', 'Add Note', 'Close', 'Flag', and 'Refresh' buttons. The ticket title is 'QUOTE - NEW SOFTWARE - ADOBE PRODUCT' with the ID '617423'. Below the title, it says 'Status: New' and 'Board: Sales'. On the right, it says 'Contact: John Smith Logged: Sep 20, 2016 6:21:28 PM (a few seconds ago)'. There's a 'Join Chat' button. Below the title bar, there's a 'Ticket Notes' section with a 'Worked On' status indicator. The main content area shows a message from John Smith dated Sep 20, 2016 6:21:29 PM. The message content is: '## I need... A quote for new software', '## What kind of software are you looking for? Adobe Product', and '## Further details/requirements: I need 1 copy of Photoshop'.

New ticket created for quotation

Viewing Quotes

You will then be able to view all your company quotes and can filter results by open and closed status or just view all.



The screenshot shows the 'ICT QUOTES' section. At the top, there's a filter bar with 'Showing: All' and '6 Total' quotes. There's a 'Refresh' button. Below the filter bar, the first quote is displayed: 'Quote #002906 PC Quote'. Below this, it says 'PC Quote Quote: #002906' and 'Status: No Decision'. On the right, it says 'Last Updated: Sep 7, 2015' and 'Contact: Ben Test'.

Viewing your quotes

You can then view any individual quote by clicking on one.

Approving Quotes

You can also approve any open quotes within Service Hub and can amend quantities or ask questions, if needed, before signing off and accepting your order.

ICT QUOTES > Quote #002906 PC Quote

Back Flag

Award Winning IT and Communications Services

Air-IT
Managed IT & Comms

PC Quote Quote Number: 002906 v1

Prepared For
Air Tours
Ben Test
H3 Ash Tree Court Mellors Way
Nottingham, Nottingham NG8 6PY

Prepared By
Alex Cook
Account Manager
Direct: 0115 8800044
alex.cook@air-it.co.uk

To accept this quote please sign the Order Confirmation below.

☐ I accept the above conditions

Your Initials: _____

Your Email Address: _____

Your Available Options

Hardware			
Qty	Description	Price	Ext. Price
2	Dell Precision, 15.6 inch Laptop, Core i7 (4610M) 3GHz, 8GB RAM, 500GB HDD, DVD-RW, WLAN, BT, Webcam, Windows 7 Pro 64-bit+Windows 8.1 Media Licence	£1,095.00	£2,190.00
Subtotal			£2,190.00

Software			
Qty	Description	Price	Ext. Price
1	Microsoft Office 2013 Home & Business	£179.00	£179.00

PDF DOWNLOAD
DETAILED PROPOSAL

Approving and signing off quotes

Flagging Quotes

If you have a query about any of your quotations, you can flag them for review by clicking the flag button in the top right hand corner.

Flag recommendation "Quote #002906 PC Quote" for review.

Why would you like to flag this for review?

Save Cancel

Flagging Quotes

A pop up window will appear where you can leave a message for your Service Desk Team Leader or Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

Invoices

Similar to quotations if you have been given access to **Invoices** you will be able to view and manage any invoices that have been issued.

Accessing Invoices

To access your invoices, click on **View Invoices** in the left hand menu.

Invoices


 **View Invoices**

View Invoices

Viewing Invoices

You will then be able to view all your invoices and can filter results by paid and unpaid status or just view all.

VIEW INVOICES

Showing	Unpaid ▾	3 Total	 Refresh	
Invoice Number	Invoice Type	Invoice Date	Due Date	Amount
AIR19243	Miscellaneous	Sep 11, 2015	Oct 11, 2015	£78.00
AIR19241	Miscellaneous	Sep 11, 2015	Oct 11, 2015	£78.00
AIR19242	Miscellaneous	Sep 11, 2015	Oct 11, 2015	£78.00

View invoice list

You can open individual invoices by clicking on them and can also print, if needed.

VIEW INVOICES

Back Flag

Page: 1 of 1 Automatic Zoom

Air-IT
Managed IT & Comms

Air-IT
H3 Ash Tree Court
Mellors Way
Nottingham Business Park, Nottingham
NG8 6PY
0115 880 0044

Bill To:	Date	Invoice
Air Tours Attn: James Healey H3 Ash Tree Court Mellors Way Nottingham, Nottingham NG8 6PY United Kingdom	11/09/2015	AIR19243
	Account	
	AIR001	

Terms	Due Date	PO Number
Net 30 days	11/10/2015	
1 Hour of Engineer Time		

Products & Other Charges	Quantity	Price	Amount
Miscellaneous Invoice			£65.00
Total Products & Other Charges:			£65.00
Invoice Subtotal:			£65.00
VAT:			£13.00
Invoice Total:			£78.00

Viewing and printing individual invoices

Flagging Invoices

If you have a query about any of your invoices you can flag them for review by clicking the flag button in the top right hand corner.

Flag invoice "AIR19243" for review.

Why would you like to flag this invoice for review?

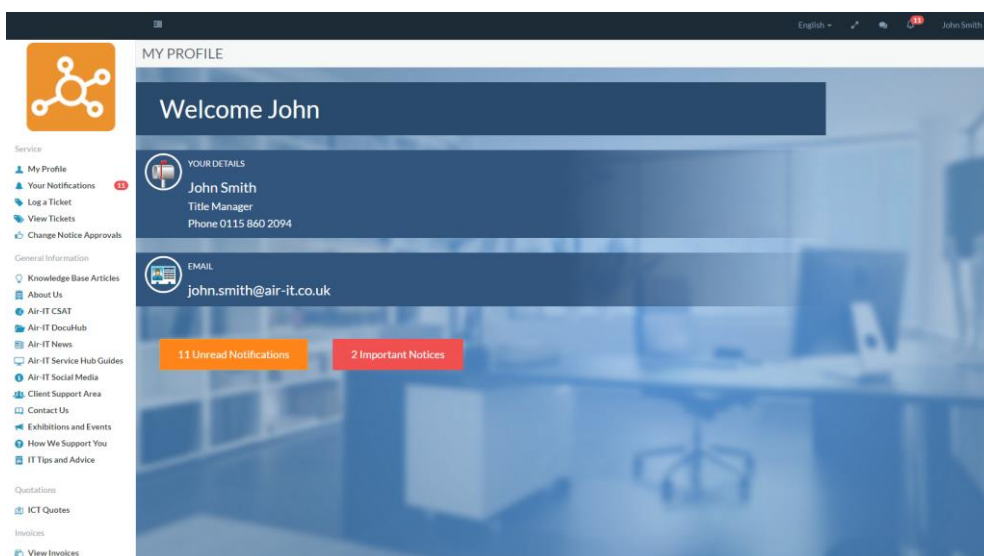
Save Cancel

Flagging invoices for review

A pop up window will appear where you can leave a message for the Service Desk team or your Account Manager who will review things for you. This will be added as an activity to your account and any correspondence will be added as a note.

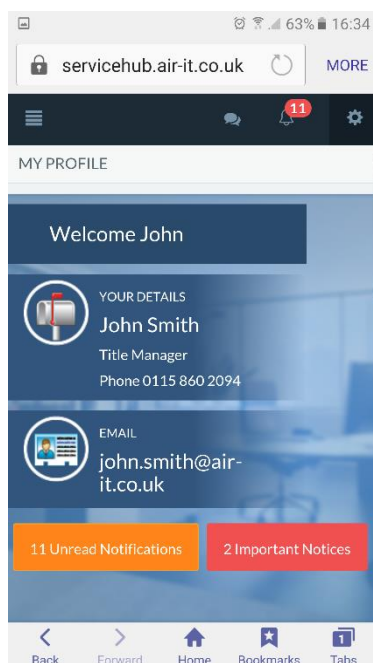
Web and Mobile Access

You can also access Service Hub using our [web based version](#) if you don't have the software installed on your computer, or are using a tablet or smart phone.



Service Hub Web Version - Desktop View

This allows you to easily access all of the [features](#) of Service Hub from any browser and on any platform - *ideal for when you're out of the office or on the move.*



Service Hub Web Version – Mobile View

Accessing Service Hub Web Version

You can access Service Hub web version via the [Client Area](#) on our website or by bookmarking the URL <https://servicehub.air-it.co.uk/>



Service Hub Icon

This can be downloaded as shortcut icon on your device or desktop.

How to Login

To login to the [web version](#) of Service Hub you will need to enter your user name and password.

Web login page

If you've forgotten your password, click **Forgot password** and it will be emailed to you. Alternatively, you can request a token and you will be emailed a 6-digit number to log in with.

Alternatively, if you don't have login details or are having any problems, please contact the Air-IT Service Desk by calling +44 (0)115 860 2094 or email support@air-it.co.uk

Same Features as Desktop Client Version

Once you login to Service Hub web version you will have access to all the same [features](#) that are available in the Desktop client version.

Need Help or More Information

If you are having any difficulties using either version of Service Hub (*Desktop Client or Web version*) - need more information or help, please don't hesitate to contact our Service Desk Team Leader who'll arrange further training for you or your staff.

Please feel free to contact us using the details below:

Air-IT Service Desk

Tel: +44 (0)115 860 2094

Email: support@air-it.co.uk

Web: www.air-it.co.uk/client-support-area

Service Hub: <https://servicehub.air-it.co.uk/>

Kind regards

Air-IT Service Desk Team