



Login to mindU's systems

Go to <https://my.mindu.co.il> , use your registered email* to login, follow the instructions.

*you have to be registered in our system, in case you are not registered please open a Ticket or contact us.

Please enter your email

[Get Code](#)

[Change to Domain Login](#)

You can also [Open Support Request](#) without login

[f](#) [@](#) [in](#)

Enter the code sent to your phone (*****9996)

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[Login](#)

Once you entered mindU's portal you can select one of the options:

myAssets	myTickets	Open Ticket	Logout
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Open Ticket

Once logged in to our system select *Open Ticket*. In the new Ticket form opened all you have to fill is the details of your request and its priority, you can also add attachments (recommended always).

NEW SERVICE REQUEST

Summary*

Priority*

End User Name & Phone

Description*

Add Files No file chosen

You can still use previous form to open a ticket: <https://mantisbt.mindu.co.il/support/> . In this case you will have to fill all details including your customer ID and personal details.

If you don't remember your customer ID click the icon  next to the Customer ID field and you will receive it to your phone (you must be registered in our system for that).

NEW SERVICE REQUEST

Customer ID* 

Customer Name*

Contact Name*

Contact Phone*

Contact Email*

End User Name & Phone

Validation Code*

Case Summary*

Priority*

Description*

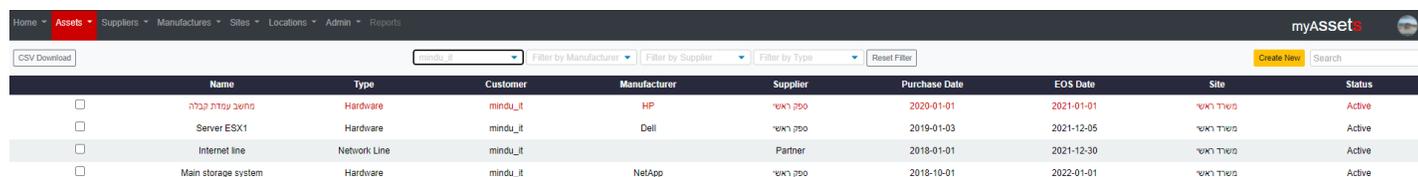
Add Files No file chosen

myAssets

This system allows you to manage your organization's assets.

Manage your sites and locations, suppliers and manufactures, and document every asset your organization own.

You can manage assets of any kind, including, equipment such as a laptops, printers, monitors, software and licensing, communication lines, hardware ranging from servers, switches, cabinets to backup tapes and cables. Basically, you can manage any type of assets you want.

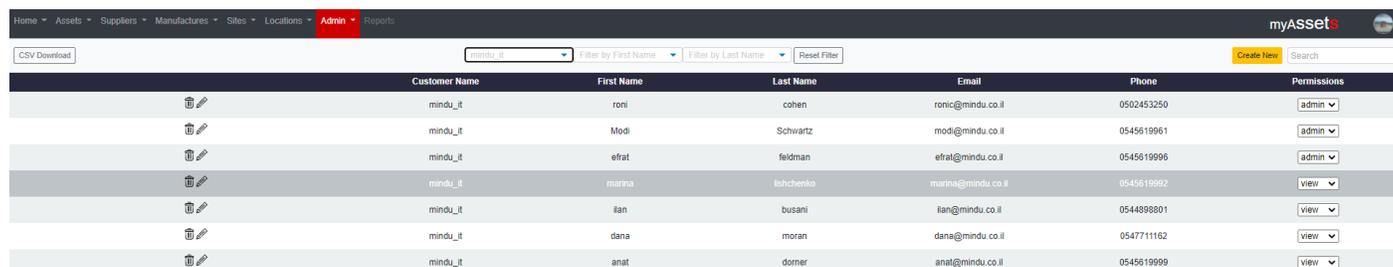


The screenshot shows the 'Assets' management interface. At the top, there are navigation tabs: Home, Assets, Suppliers, Manufactures, Sites, Locations, Admin, and Reports. Below the navigation is a search bar with a dropdown menu set to 'mindu.il'. There are also filters for 'Filter by Manufacturer', 'Filter by Supplier', and 'Filter by Type', along with a 'Reset Filter' button. A 'CSV Download' button is on the left, and a 'Create New' button and a search input are on the right. The main table lists assets with columns: Name, Type, Customer, Manufacturer, Supplier, Purchase Date, EOS Date, Site, and Status. The table contains four rows of asset data.

	Name	Type	Customer	Manufacturer	Supplier	Purchase Date	EOS Date	Site	Status
<input type="checkbox"/>	תחשבון עבודה לבילוי	Hardware	mindu_it	HP	ספק ראשי	2020-01-01	2021-01-01	משרד ראשי	Active
<input type="checkbox"/>	Server ESX1	Hardware	mindu_it	Dell	ספק ראשי	2019-01-03	2021-12-05	משרד ראשי	Active
<input type="checkbox"/>	Internet line	Network Line	mindu_it		Partner	2018-01-01	2021-12-30	משרד ראשי	Active
<input type="checkbox"/>	Main storage system	Hardware	mindu_it	NetApp	ספק ראשי	2018-10-01	2022-01-01	משרד ראשי	Active

The system also allows you to manage alerts in case contract expiring date approaches for your assets.

Using myAssets system and according to your privileges you can also manages your team access including create new user, update user details or remove users.



The screenshot shows the 'Admin' management interface. At the top, there are navigation tabs: Home, Assets, Suppliers, Manufactures, Sites, Locations, Admin, and Reports. Below the navigation is a search bar with a dropdown menu set to 'mindu.il'. There are also filters for 'Filter by First Name' and 'Filter by Last Name', along with a 'Reset Filter' button. A 'Create New' button and a search input are on the right. The main table lists users with columns: Customer Name, First Name, Last Name, Email, Phone, and Permissions. The table contains seven rows of user data.

	Customer Name	First Name	Last Name	Email	Phone	Permissions
	mindu_it	roni	cohen	ronic@mindu.co.il	0502453250	admin
	mindu_it	Modi	Schwartz	modi@mindu.co.il	0545619961	admin
	mindu_it	efrat	feldman	efrat@mindu.co.il	0545619996	admin
	mindu_it	marina	lshchenko	marina@mindu.co.il	0545619992	view
	mindu_it	ilan	busani	ilan@mindu.co.il	0544898801	view
	mindu_it	dana	moran	dana@mindu.co.il	0547711162	view
	mindu_it	anat	dorner	anat@mindu.co.il	0545619999	view

myTicket is a dashboard for managing your organization's service requests (Tickets).

ID	Project	Category	Priority	Summary	Status	Submit Date
67569	MindU_IT	Proactive	normal	Digital signature	Feedback	2021-03-15 06:30:17
69232	MindU_IT	Monitor	normal	** problem service alert: mu-ess4/check_ess_hardwa...	Feedback	2021-05-03 18:05:30
59730	MindU_IT	Support	normal	MindU Vmware servers	Assigned	2020-07-25 15:29:22
62014	MindU_IT	Proactive	normal	Pulse Secure Out-of-Cycle Advisory posted - Septem...	Assigned	2020-09-24 14:47:34
62601	MindU_IT	Proactive	normal	Nagios monitor system check	Assigned	2020-10-15 06:30:12
63551	MindU_IT	Proactive	normal	רמתיות VMWARE בדיקה	Assigned	2020-11-10 12:10:40
63688	MindU_IT	Support	normal	ביטוי עדיכום של ודפטר כיום	Assigned	2020-11-16 14:34:48
63813	MindU_IT	Project	normal	myissues - search and sort	Assigned	2020-11-24 17:48:53
64543	MindU_IT	Project	low	טעינת ויול נוסים	Assigned	2020-12-18 14:05:51
64875	MindU_IT	Support	normal	Priority problem (0545619992)	Assigned	2020-12-29 08:28:32
65015	MindU_IT	Support	normal	cant open cases with special characters	Assigned	2021-01-01 10:53:09
65968	MindU_IT	Monitor	normal	warning disabled nagios notifications for mindu "**...	Assigned	2021-02-01 08:00:04
67578	MindU_IT	Project	normal	monitor issues - autoclose script	Assigned	2021-03-15 10:19:09

Here you can view all tickets associated with your organization, as well as edit or create. To view Closed tickets just press the 'Hide Closed Tickets' button (apply to Tickets closed in the past 3 months).

Ticket 69066 ✕

Description

(Autotask ID: 37)
 The purpose of this report is to ensure and to document the current health of the clients system.
 You should use the attached link to get the template and you MUST review all Excel sheets and update them according to the current Status.
 The task is HIGHLY important and your name will be considered as formal sign of for the client's system health...

Submit Date: Last Updated:

Ticket Owner: Reported By:

Status: Priority:

Add Note

Choose Files