



COSTUMER PORTAL USAGE GUIDE



We welcome you to the **Customer Portal**, a space from which you will be able to know at all times and in real time, the status of your files and orders.

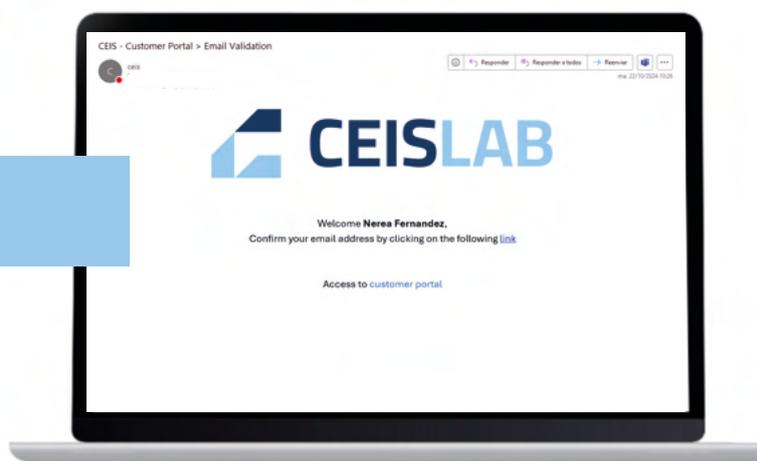
We believe that this platform will save time for you and your authorized persons, showing you quickly and easily the processes that are occurring in CEISLAB in relation to your orders.

The first time you access the platform you will have to carry out a series of steps that we will explain to you in this **Usage Guide**. You will always have it at your disposal from the menus of the Portal, so you can consult and share it whenever you want, so the process will be much easier. Let's get to it!

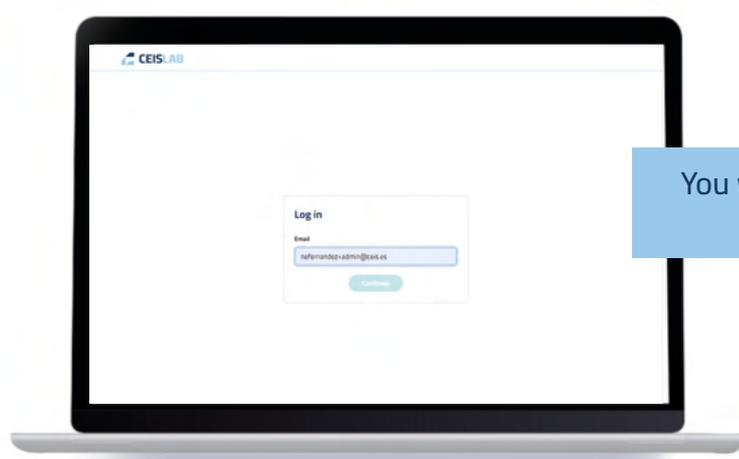
FIRST STEPS

In order to start this process, you have to talk to one of our customer managers, who will process your registration in the portal.

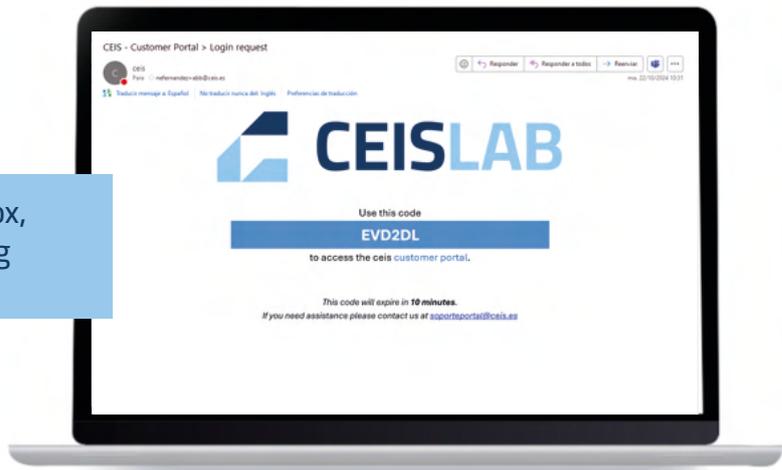
You will then receive an account activation message by email.



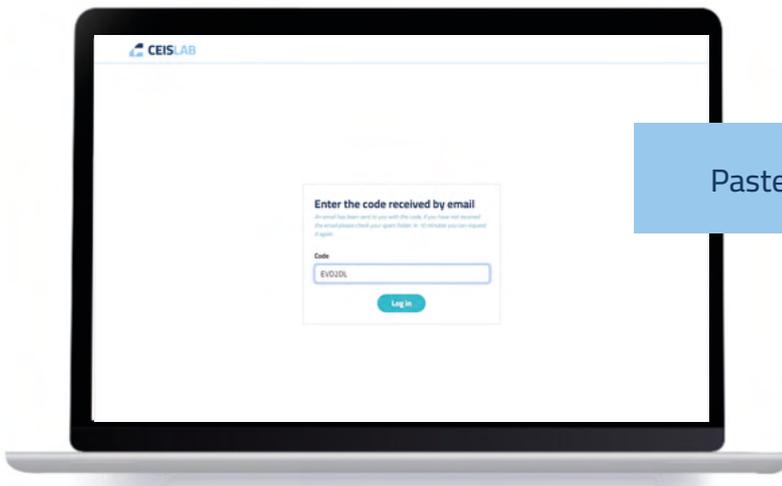
You will be taken to this screen where you will need to enter your email address.



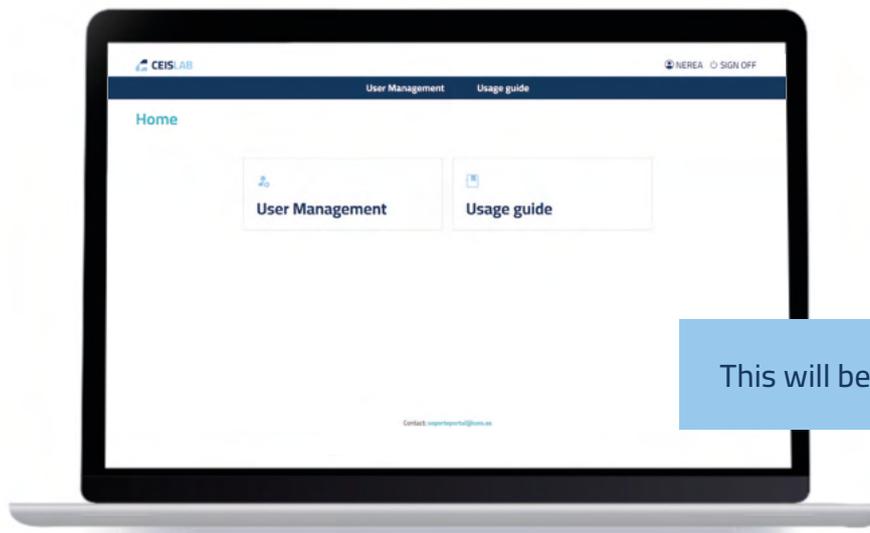
You will receive a code in your inbox, copy it and paste it in the following screen.



Paste it here and click on the Login button.



Great, you are in!



This will be your interface.

PERMITS MANAGEMENT

As you have seen, you are now the administrator of your account, this will allow you to give permissions to your collaborators, so that they can also know the status of the order.

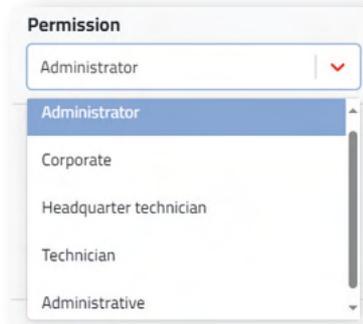
You should know that there are **5 types of user profile** within the portal, each of them has access to certain features, we summarize:

Administrator

If you are an account administrator you will always see this interface.

You will be able to access to the **User Management** menu and the **Usage Guide**.

In the User Management screen, you will see the **Edit** option, from there you will be able to modify a series of data and **Permissions**.

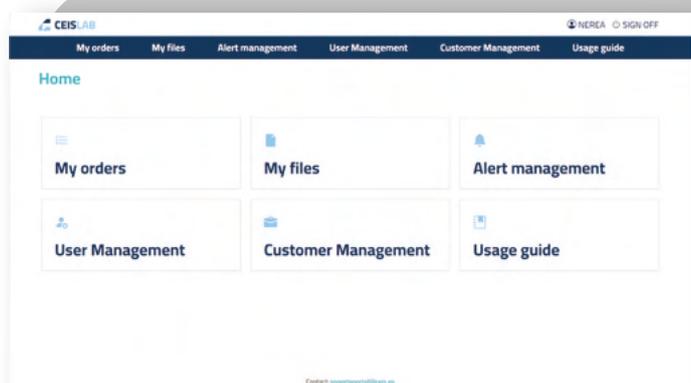


The administrator **will be the only profile that will be able to manage users**: register or delete them, modify their data and their permission type.

Corporate

If you have a Corporate user, your administrator has granted you specific functionalities and you will have an interface like this.

You will be able to see the **orders and files you have in progress, manage your alerts and view information from your customer managers**.



To be able to view the interfaces of the other profiles as Administrator, you will have to select the 'Add permission' option. In this case, we recommend you to add the Corporate permission as it is the most complete.

Be careful, because if you simply drop 'Permission' it will change your initial role and you will not be able to access its functions, in other words, you will no longer be an Administrator.

[+ Add permission](#)

The screenshot shows the 'My orders' page in the CEISLAB portal. The header includes the CEISLAB logo, user profile 'NEREA', and a 'SIGN OFF' button. A navigation bar contains links for 'My orders', 'My files', 'Alert management', 'User Management', 'Customer Management', and 'Usage guide'. The main content area is titled 'My orders' and includes a sub-header: 'Here are your order details. The data corresponding to your files are included in each order.' Below this, there are two tabs: 'Active' (selected) and 'Finished'. A table displays order information with columns for Description, Client manager, Retail price, Client customer order, and CEIS order code. A 'Refresh' button and an 'Invoices' link are also present.

Description	Client manager	Retail price	Client customer order	CEIS order code	
ELE - 0000/2024	Domingo Urquiza	0000,0 €	OP00000000	ELE - 0000/2024	Invoices

Contact: soporteportal@ceis.es

My Orders Menu

The screenshot shows the 'My files' page in the CEISLAB portal. The header and navigation bar are identical to the 'My orders' page. The main content area is titled 'My files' and includes a sub-header: 'Monitor the status of your files step by step and check all the relevant details.' Below this, there are two tabs: 'Active' (selected) and 'Finished'. A table displays file information with columns for Description, Order no., File no., Reception of samples, Agreed date, Scheduled date, Client manager, and Report. A 'Refresh' button and a 'Report' link are also present.

Description	Order no.	File no.	Reception of samples	Agreed date	Scheduled date	Client manager	Report
PVC PIPES	PLA-0000/24	CEL-0000/24-1	01-01-2024	01-03-2024	15-02-2024	Esther Feito	Report

Contact: soporteportal@ceis.es

My Files Menu

Alert management

What notifications are you interested in? (You may change them at any time)

- User registration
- Reception of samples
- Start of tests
- End of tests
- Change in scheduled date
- Change in deadline
- Available report
- Available invoice
- Delivery of containers

Alert Management Menu

You will receive a daily notification updating you on the status of the alerts you have flagged.

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Customer Management



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Customer Management Menu

Headquarter Technician

A Headquarter Technician will be able to access the same functionalities as a Corporate profile, with the exception that he/she will only see those files from their headquarters.

This type of profile has been designated as a collaborator by the administrator, limiting their access to only part of the results.

Technician

This applies similarly to the Technician profile, except that they do not have access to view the customer's order and invoice. They can also modify their own profile data.

Administrative

The Administrative profile will only be able to access the sales order and its invoice. They can also modify their own profile data.

QUESTIONS & SUPPORT

Following these previous steps you will be able to enter the portal and make all the arrangements successfully, but if you have any technical problem or any doubt, you can contact us at soporteportal@ceis.es

We hope you find the Customer Portal useful!