



## Accessing our clients survey/job reports....

Access must be prearranged to allow for client sharing!

### Step #1...

Navigate your web browser to the link you have been provided by us....

1. Example: <https://clients.hydrojetdraincare.co.uk/viewticket.php?tid=HDCXXXXXXXXX&c=medkmf>
2. Enter the log in credentials you have been provided.(AS SHOWN BELOW)
3. Select or click the blue "Login" button!



Home [Order New Services](#)

Account ▾

### Login

Sign in to your account to continue.

Email Address

Password [Forgot Password?](#)

Remember Me

[Not registered? Create account](#)



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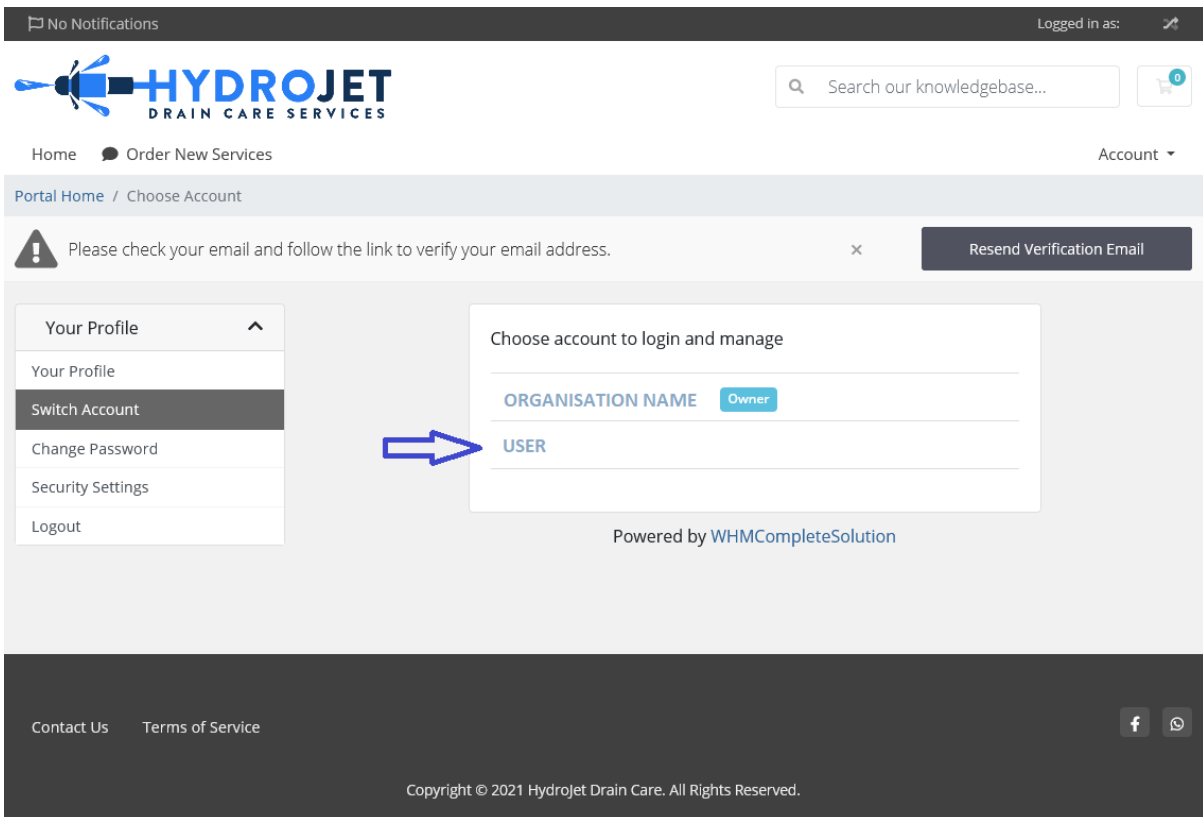


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## Step #2...

If login was successful you will now see the user selection screen as shown below....

1. Confirm your account is shown first in the list!  
(THIS COULD BE YOUR COMPANY OR ORGANISATION NAME OR THE USERS NAME)
2. The name displayed below or second in the list is the client you will be viewing the required information of.
3. As shown by the blue arrow in the below image, click the users name to select!

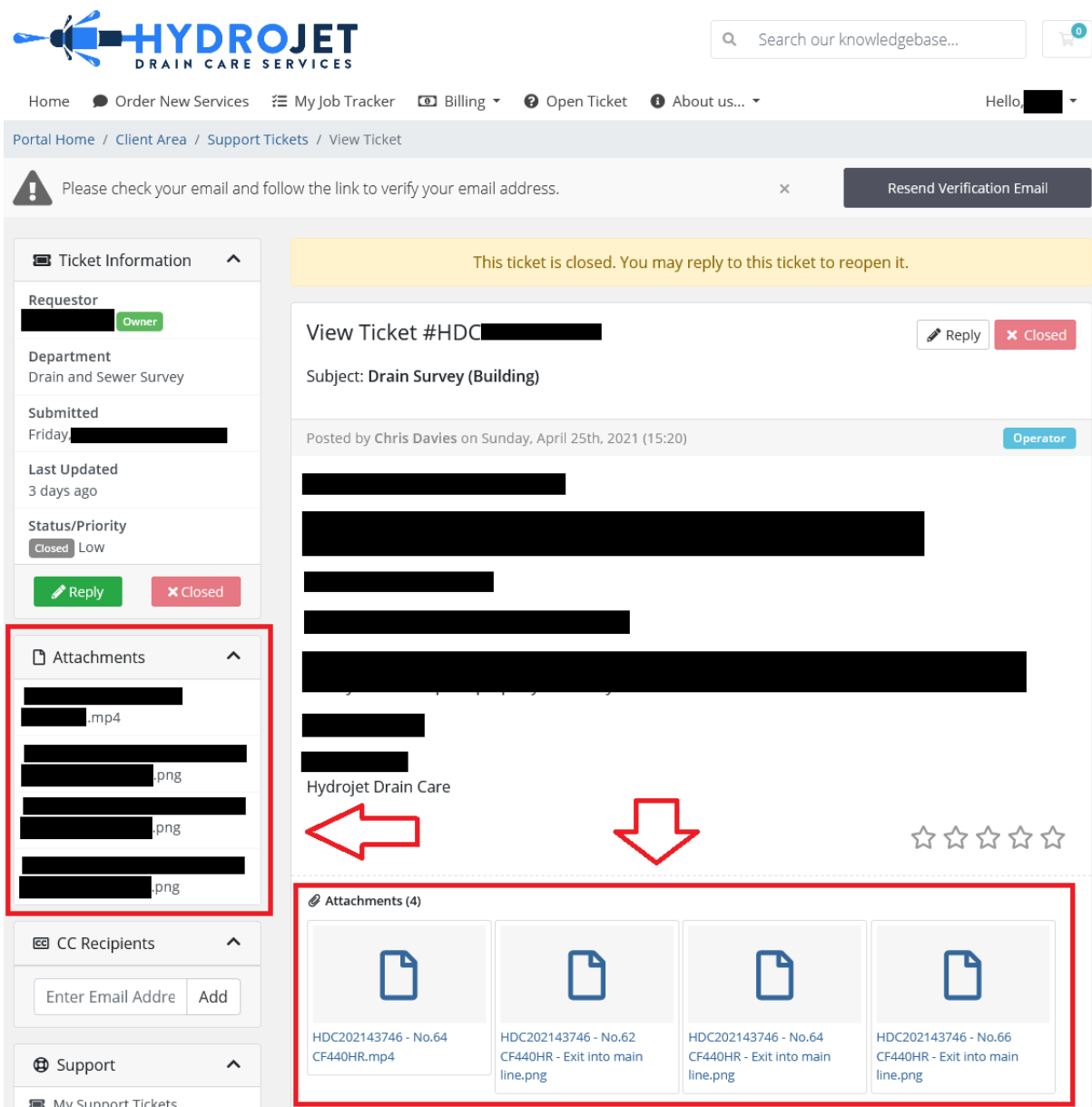


The screenshot shows the user selection interface. At the top, there is a notification bar with 'No Notifications' and 'Logged in as:'. Below this is the Hydrojet logo and a search bar. The main content area is titled 'Portal Home / Choose Account'. A warning message states: 'Please check your email and follow the link to verify your email address.' with a 'Resend Verification Email' button. On the left, a 'Your Profile' sidebar contains options: 'Your Profile', 'Switch Account', 'Change Password', 'Security Settings', and 'Logout'. The main selection area is titled 'Choose account to login and manage' and lists two options: 'ORGANISATION NAME' (with an 'Owner' tag) and 'USER'. A blue arrow points to the 'USER' option. The footer contains 'Contact Us', 'Terms of Service', social media icons, and a copyright notice: 'Copyright © 2021 Hydrojet Drain Care. All Rights Reserved.'

Step #3...

The relevant data is displayed....

1. You can now view the entire job thread.
2. The red arrows in the below image show how to access the ticket attachments.  
e.g. Images, Video and Documents/Reports.
3. Once viewing is complete, please advise us or the client that access is no longer required.  
(ACCESS IS REMOVED AFTER 30 DAYS)



The screenshot displays the Hydrojet customer portal interface. At the top, there is a navigation bar with the company logo, a search bar, and menu items like 'Home', 'Order New Services', 'My Job Tracker', 'Billing', 'Open Ticket', and 'About us...'. A notification banner at the top left states: 'Please check your email and follow the link to verify your email address.' with a 'Resend Verification Email' button.

The main content area shows a 'View Ticket #HDC[redacted]' page. The ticket status is 'Closed' and the subject is 'Drain Survey (Building)'. It was posted by Chris Davies on Sunday, April 25th, 2021 (15:20). The ticket content is mostly redacted with black bars. Below the main text, there is a section for 'Attachments (4)' which is highlighted with a red box. This section contains four attachment cards, each with a document icon and a filename: 'HDC202143746 - No.64 CF440HR.mp4', 'HDC202143746 - No.62 CF440HR - Exit into main line.png', 'HDC202143746 - No.64 CF440HR - Exit into main line.png', and 'HDC202143746 - No.66 CF440HR - Exit into main line.png'. Two red arrows point to the attachment list area: one pointing left towards the 'Attachments' tab in the left sidebar, and another pointing down towards the attachment cards.

The left sidebar contains sections for 'Ticket Information' (Requestor, Department, Submitted, Last Updated, Status/Priority), 'Attachments' (with a list of files), 'CC Recipients' (with an input field and 'Add' button), and 'Support' (with 'My Support Tickets' link).