

## Putting a Custom Page on the Support Portal

Any URL can be presented as a site for a custom page. Then access to the custom page can be controlled by the External Portal Settings




The screenshot shows the EBSuite Customer Support interface. At the top, there is a navigation bar with links for Main, Organization, Contact, Case, Knowledge, and External Site. Below this, the page title is "External Portal Settings" with a sub-link "Turn On/Off Explanations". The "User Access" tab is selected, showing a list of settings with checkboxes:

- Only registered users can access the portal
- Allow users to self-register
- Limit Email Domain for Self Registration
- Require phone number for registration
- Allow user to register with a duplicate name
- Allow user to create new cases via the support portal
- Allow users to search & view cases from multiple organizations (which they are associated with)
- Allow user to escalate a case

An "Update" button is located at the bottom of the settings panel.

Setup a Portal Profile and include custom pages.



On Demand Business Tools

Main Organization Contact Case Knowledge External Site Live Set

### External Support Portal Profile

Name: Partner Profile

Description:

Custom Pages Cases Knowledge General

Tab	Label
Home	Home
Personal Info	Personal Info
Knowledge & FAQs	Knowledge & FAQs
Service Requests	Service Requests
Custom Pages 1	Account Application
Forums	Partner Forum

Default AfterLogin Tab:

Submit

Name the custom page as appropriate for the URL you are sending them to. The URL could be a Hosted Form as below

The screenshot shows the EBSuite Customer Support interface. At the top is the logo and navigation menu. The main content area is titled "External Support Portal Profile" and contains a form for configuring a custom page. The form includes a "Name" field with the value "Partner Profile" and a "Description" field. Below the form is a "Custom Pages" tab with a table of tab configurations. The table has two columns: "Tab" and "URL". The first row is populated with "1" and a specific URL. The other three rows are empty. A "Submit" button is located at the bottom of the form.

**EBSuite** On Demand Business Tools **Customer Support**

Main Organization Contact Case Knowledge External Site Live Service

**External Support Portal Profile**

\*Name: Partner Profile

Description:

Tab Custom Pages Cases Knowledge General / UI

Tab	URL
1	http://www.ebsuite01.com/forms/fmhost.jsp?fbid=133&fbky=PJe
2	
3	
4	

Submit