TECHNOLOGY BRIEF · SUPPORT

Your whedo.it Support Portal

one branded front door for tickets, help, approvals and reporting



Short answer: every whedo.it client gets its own branded support portal at its own web address. Staff sign in with their Microsoft 365 account to raise tickets with photos, get help from the AI assistant and self-help guides, and approve requests; owners see monthly reporting. Behind it is our Australian help desk with named engineers.

Why it helps

- **One front door.** Tickets, help, approvals and reports in one place, not scattered across email.
- **Better tickets, faster fixes.** Photos and details go straight to the engineer who knows your setup.
- **Owners stay in control.** Approvals come to the right person, and monthly reports show what was done.
- **Device health on show.** The portal shows how many of your devices meet the whedo.it baseline.

What's in the portal

Feature	What it does
Your address	Branded to your business at yourcompany.whedoit.support.
Sign-in	Staff sign in with their Microsoft 365 account; no extra password.
Tickets	Raise and track tickets, with photos attached.
AI assistant & self-help	Answers and step-by-step guides for common problems.
Approvals	Requests that need sign-off go to the right person.
Monthly reporting	What was done, and how many devices are at baseline.

Key facts

Fact	Detail
Who runs it	Built and run by whedo.it for its clients.
Response	P1 response inside 30 minutes during business hours and inside one hour after hours.
Who answers	Australian help desk with named engineers who know your environment.

Next step

Book a 30-minute scoping call and we'll show you the portal. Warren Ephron · 0421 346 887 · warren@whedoit.com

Sources: whedo.it product information, November 2026.