

**Easyclick account** for a customer's contact person is created automatically directly after registration of the customer thanks to default option *Create an Easyclick account*. The function for entering requests through Customer Desk Easyclick requests will be enabled, i.e. double-clicking on the C-Monitor client icon will open a simple form to enter a new request.

- **Repair of a dysfunctional Easyclick account** - an Easyclick account becomes dysfunctional if the customer is renamed or if someone deletes the Easyclick account - easyclick is functional if the name of the account is in the form **customer\_nameeasyclick**

### Creation of Easyclick account for a customer (additionally, without a wizard)

If you did not choose to create an Easyclick account automatically at creation of new customer, you may create the Easyclick account additionally. The account is created by pressing the button 'Add' at *Admin zone -> Users -> Customer accounts* where in the section *Account type* select *Easyclick account*. An Easyclick account may be created by a maintainer or an operator.

### Description of selected items:

- **Account type - select Easyclick account**
- **Login name, password** - leave blank, after selecting Easyclick as the account type, these options are not available
- You just have to select a customer (max. one), to whom does the account belong to, fill in other required items and the Easyclick account is successfully created.
- **Note** : Requests that were entered after manual login to CM Server are not accessible through Easyclick account

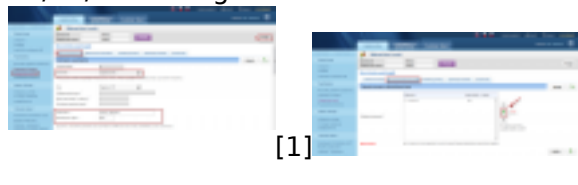
Image: Vytvorenie nového Easyclick konta

The screenshot shows the 'Zákaznické kontá' (Customer Accounts) section of the Customer Monitor interface. The sidebar on the left contains navigation links for 'Hlavné menu' (Main menu), 'Zákazníci' (Customers), 'Počítače' (Computers), 'Audit SW a evidencia HW' (Software audit and hardware evidence), 'Používateľia' (Users), 'Admin. nástroje' (Admin. tools), and 'C-Monitor klient' (C-Monitor client). The top navigation bar includes links for 'Admin zóna', 'Prehľadanie a Vyhodnotenie', and 'Customer Desk'. The main content area shows the 'Nové konto používateľa' (New user account) section, which includes a form for adding a customer to an account. The 'Nastavenia zákazníkov' (Customer settings) tab is highlighted with a red box. The 'Zákazník' (Customer) list shows a single entry '1. modrá a.s.' with a red box around the '+' button. A red arrow points to the '+' button. Below the list, there is a note: 'Upozornenie: Aby sa dalo ku kontu prihlásiť, musí byť aspoň jedna zákaznická spoločnosť aktívna.' (Warning: To be able to log in to the account, at least one customer company must be active.)

Image: Priradenie zákazníka k Easyclick kontu

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## Links

[1] <https://www.customermonitor.eu/sites/default/files/easyclick1.png>

[2] <https://www.customermonitor.eu/sites/default/files/easyclick2.png>