

Client Portal

Client Guide

Access your service provider's portal to view installed devices, submit service requests, and track job progress — all free.

Quick Reference

URL: `app.arklysolutions.com/client/{token}`

Access: Invited clients only (free)

Login: Telegram Login Widget

Features: Sites, devices, requests, notes

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1. Getting Started

Your service provider invites you to the Client Portal using your Telegram Chat ID. Once invited, open the link they share and log in with Telegram. No password or account creation required.

After logging in, you see a dashboard with your sites, installed devices, and any open service requests. The portal is completely free for clients.

Tip: Bookmark the portal URL on your phone for quick access. You stay logged in for 24 hours.

2. Viewing Your Sites & Devices

The portal shows all sites your provider has registered for you. Each site lists its installed devices with warranty status indicators:

- Green dot — warranty active, no issues
- Yellow dot — warranty expiring within 30 days
- Red dot — warranty expired

Tap any device to see its details including model, install date, last service date, and warranty expiration.

3. Submitting a Service Request

To submit a service request, navigate to the Requests section and tap "New Request". Fill in:

- Site — select the affected location
- Subject — brief description of the issue
- Details — full explanation of the problem
- Priority — normal or urgent

Your provider receives a notification immediately. You can add notes to the request thread at any time to provide updates or respond to questions.

Note: Service requests replace phone calls and emails. Everything is tracked in one place with timestamps and full history.

4. Tracking Request Status

Each request has a status that your provider updates as work progresses:

Open	Request submitted, awaiting review
In Progress	Tech assigned and working on it
Resolved	Work completed
Closed	Request finalized

You receive notifications when the status changes or when your provider adds a note. The bell icon in the portal header shows unread notifications.

5. Quick Reference

Log in	Open portal link > Telegram Login
View devices	Dashboard > Sites > select site
New request	Requests > New Request
Add a note	Open request > type note > Send
Check notifications	Tap bell icon in header