CEC Customer Portal Guide

Welcome to CEC's Customer Portal!

Revised March 2025

Logging in

1. To Log in, go to https://portal.cecinfo.com
2. Enter the username that was provided in the welcome email you received into the **Username** field.
3. Enter the password provided in the welcome email you received into the **Password** field.
4. Click the **Remember me for Future Visits** checkbox if you would like the system to remember your login info the next time you return to the portal.
5. Click the **Login** button to enter the portal.

Login to the CEC Customer Portal

Please enter your username and password to login.

Username

Password

☐ Remember me for future visits

Login

Forgot your password?

Not currently a user? Request access to the CEC Customer Portal here.

Home Page

Q: What can I see here?

A: From the home screen, you can navigate to your quotes, projects, agreements, invoices, service tickets, and inspections using the icons in the middle of the page. There are also additional menu options displayed along the top bar, including a profile and contact us icon.
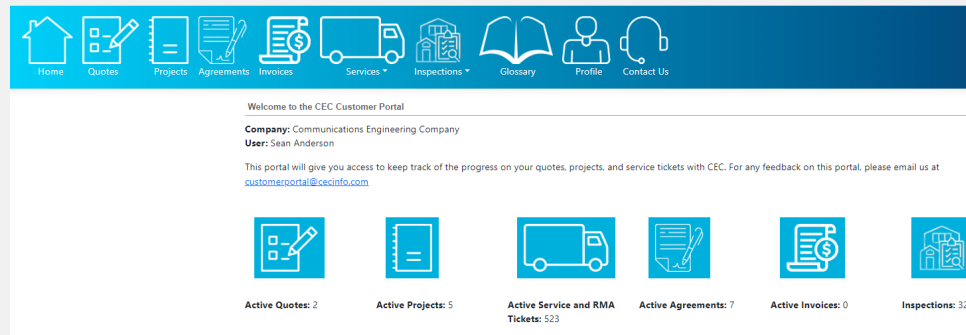
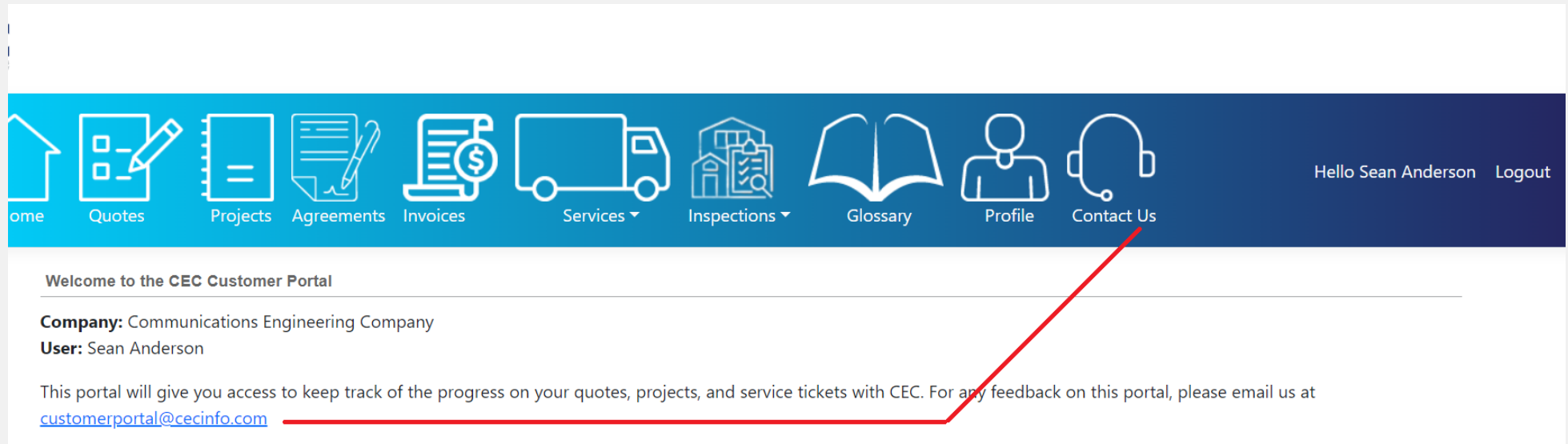**Q: How do I start a new service ticket?**

A: From the home screen, click the "Service" icon, and then choose *New Service Ticket* from the menu. The portal will direct you to a form to fill out and then submit it! We will email you confirmation once the ticket hits our service board!
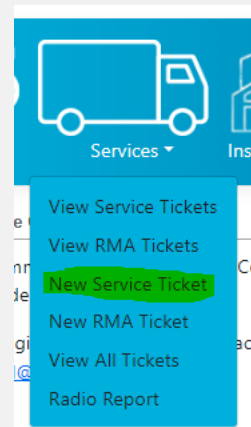
Q: How do I submit feedback about the portal?

A: On the top of the home page, there is a link to start an email to our support team! Users can also click on the *Contact Us* button.

Welcome to the CEC Customer Portal

Company: Communications Engineering Company
User: Sean Anderson

This portal will give you access to keep track of the progress on your quotes, projects, and service tickets with CEC. For any feedback on this portal, please email us at customerportal@cecinfo.com

Quotes

Q: What can I see here?

A: The Quote screen displays tabbed list of open and closed quotes. The grid will show the quote name, number, status, options for viewing or responding, and your salesperson's name.


Q: How can I view my quote?

A: If you received your quote via a link in your email, a "View" button will display in the grid. You can click on it to see your quote online. If your quote was sent via PDF, you'll need to contact your salesperson to get another copy.

Q: How do I approve/reject a quote?

A: If you received your quote via our online quote portal, there will be a View/Accept button available. You can click on this to take you to the quote portal where you can electronically sign for your quote! If your quote was sent to you via PDF, you can click on the Respond button and approve your quote there. In order to approve your quote this way, a pdf file of the PO must be uploaded.
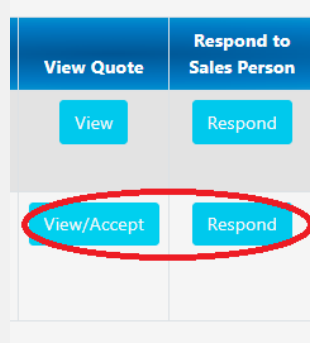
Q: Who do I contact if I have questions about a quote?

A: If you have a question about a quote simply click on the Respond button and type your question into the dialog box that appears. When you submit your response, your sales person will receive an email with your question and will respond to you ASAP!
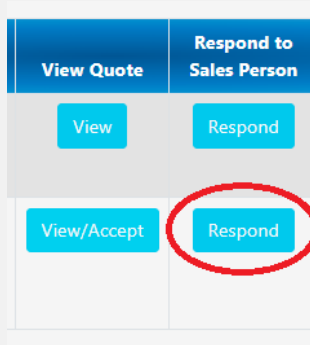
Projects

Q: What can I see here?

    A: The project page displays a tabbed view of both open and closed projects. The grid will also display the project number, status, and the Project Manager assigned to the user's project!

Q: How can I drill in for more info?

    A: To see additional information for a specific project, click on the linked project number to drill in!

Q: What information can I see regarding my project?

A: Once drilled in, users can see high level project comments, along with a detailed project plan and Documentation related to their project:
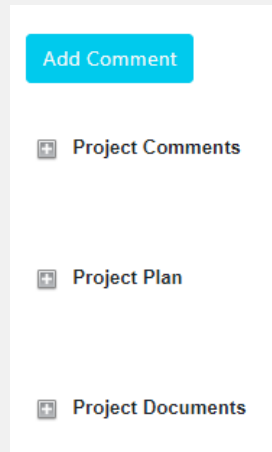
Q: How do I add a comment/note to the project?

A: From inside the project, click the "Add Comment" button. Enter a comment in the dialog box and submit! The comment will be added to the project and the project manager will receive an email!

Q: Who do I contact if I have questions about a project?

A: If a user have a question about a specific project, both the Project Manager's and our Field Leader's contact information will appear at the top of the project screen so you can easily reach out to the right person!

Project Information - Details

Project #: 3104

Technology: Project Cable

Quote #:

Est. Start Date: 4/22/2019

Project Manager: Gregory Becker

Project Manager Email: gbecker@cecinfo.com

Project Manager Phone: 319-731-1249

Customer Contact:

Add Comment

Agreements

Q: What can I see here?

A: The agreement page displays all active service contracts that a customer may have with CEC.

Active Agreements

Filter List						Excel Output

Name ▲	End Date	Technology	Contact	Next Bill Date	Projected Next Bill Amount	Remaining
18400 – CEC Internal - T&I Fire Extinguisher Refills and Maintenance		Service Test & Inspect	Contact, Master		$0.00	Unlimited
18971 – CEC Internal - AES Support and Maintenance		Service Fire	Contact, Master		$0.00	Unlimited

Q: What information can I see regarding my agreement(s)?

A: From this screen, users can see the contract name, expiration (end) date, the technology it covers, the main contact for the agreement is in our system, the next bill date and amount, and the remaining amount of time or dollars (whichever is relevant)

Active Agreements

Filter List						Excel Output

Name ▲	End Date	Technology	Contact	Next Bill Date	Projected Next Bill Amount	Remaining
18400 – CEC Internal - T&I Fire Extinguisher Refills and Maintenance		Service Test & Inspect	Contact, Master		$0.00	Unlimited
18971 – CEC Internal - AES Support and Maintenance		Service Fire	Contact, Master		$0.00	Unlimited

Sales Orders

Q: What can I see here?

A: The Orders page displays all active and complete sales orders that a customer may have with CEC.

Orders

| Active Orders | Completed Orders |

Filter List | Excel Output

Order Number ▲	Order Date	Order Status	Total	PO Number	Contact	Technology
8456	2/24/2025	Shipped	$3,221.09	4101405017		Project AV
8464	2/26/2025	On Order	$2,115.16	4514352940		Project RF

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Q: What information can I see regarding my sales order(s)?

A: From this screen, users can see the sales order number, date, status, total, PO Number, customer contact, and technology. The Order Number can be clicked on for further information including products associated with order.

Order Number ▲
8456
8464

Invoices

Q: What can I see here?

   A: The invoices page displays all active invoices a customer currently has with CEC.

Q: What information can I see regarding my invoice(s)?

   A: From this screen, users can see the invoice number, what the invoice is related to (project, service ticket, etc.), the amount due, the amount paid (if partially paid), the due date, and the PO number (if provided).

Q: How do I get a copy of my invoice?

   A: From the Invoice screen, users can click on the Invoice # on the left to download a copy of the invoice for their records!

Service Tickets

Q: What are my options under the Service tab?

A: The service tab now offers three choices (by hovering over the service icon) to users for service options:

- *View Tickets* = users can choose this option to see a list of their break-fix & maintenance tickets
- *View RMA Tickets* = users can choose this option to see a list of their RMA tickets
- *New Service Ticket* = users can choose this option to start entering information to start a new ticket
- *New RMA Ticket* = users can choose this option to start entering information to start a new RMA request
- *View All Tickets = users can choose this option to see a list of all tickets*
- *Radio Report* = Users can choose this option to see a history of radio orders that they have placed with CEC.

Q: What can I see here?

    A: The Service Tickets page displays a tabbed view of both Break-Fix, Maintenance, and Complete service tickets. The grid also displays the ticket number, issue being worked, status and the name of the technician working the ticket.

Service Tickets

Start a Ticket

| Break-Fix Tickets | Maintenance Tickets | Completed Tickets |

Filter List | Excel Output

Ticket # ▲	Ticket Issue	Scheduled	Status	Technology	Received	CEC Contact	Contact	SLA	Agreement
319405	Warehouse doorbell is not working. Ted and others are not hearing it when pushed. Something w/ heat?		Needs Scheduling	Service Install & Infrastructure	8/24/2023 8:47 AM	Hoffmeier Cassie	McSpadden, Ted	No SLA	
319486	Remove the GPO that installs Unitrends Agent on Server OU machines		In Progress	Service IT Suite	8/24/2023 12:34 PM	Towns Peter		No SLA	

Q: How do I drill in to a ticket?

    A: Users can see additional information by clicking on the linked ticket number on the left.

Ticket # ▲
319405
319486

RMA Tickets

Q: **What can I see here?**

A: The RMA Tickets page displays a tabbed view of both Active and Complete Tickets. The grid also displays the ticket number, issue being worked, status and the name of the technician working the ticket.

RMA Tickets

Start an RMA Ticket

Active Tickets   Completed Tickets

Filter List

Excel Output

Ticket # ▲	Ticket Issue	Scheduled	Status	Technology	Received	CEC Contact	Contact	SLA	Agreement
367518	RMA by ▦▦ from ▦▦		At Depot/Factory	Service Nurse Call	4/30/2024 3:11 PM	Franklin Nate	▦▦	No SLA	

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Q: **How do I drill in to a ticket?**

A: Users can see additional information by clicking on the linked ticket number on the left.

Ticket # ▲
319405
319486

Radio Report

Q: What can I see here?

A: The Radio Report page displays Active RMAs in progress. The grid also displays the product, serial number, unit price, problem, related ticket, status, date out, date in, PO Number, and Service Price.

Radio Report - Active RMAs

Filter List | Excel Output

Product	Serial Number	Unit Price	Problem	Related Ticket	Status	Date Out	Date In	PO Number	Service Price
SL7550 Portables with New Battery, Portables have no warranty, 403-470 MHz, 2 Watt		$0.00	AAH81QCN9NA2AN	44921	Open	12/31/1969		44921	$0.00
MTR 3000 UHF REPEATER, 100 WATT		$0.00	Unit starts and operates normally, however after it has been on for a while it stops "responding". The LED above the "Clock" icon goes red. The unit at that time also is unable to connect to a PC though USB until the unit is power cycled.	128426	Open	12/31/1969	12/31/1969	6260594	$0.00
MTR 3000 UHF REPEATER, 100 WATT		$0.00	Does not power on, bad PSU. Low TX RMA: 6243703	128426	Open	12/31/1969	12/31/1969		$0.00
MTR 3000 UHF REPEATER, 100 WATT	474CEB0255	$0.00	Network card issue RMA 6254648	128426	Open	12/31/1969			$0.00

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Inspections

Q: What can I see here?

A: The Inspections page displays a tabbed view of both Active and Complete Inspection tickets. The grid also displays the ticket number, issue being worked, status and the name of the technician working the ticket.

Inspections

Active Tickets	Completed Tickets

Ticket # ▼	Ticket Issue	Scheduled	Status	Received	CEC Contact	Contact	Agreement
381627	New Note - ACTION REQUIRED | Location ID: 268 | Appleton | WI | Preventative Maintenance - 30 Days		New	7/16/2024 8:46 AM	Huff Melissa		
379011	FW: Shared Voicemail (Project No Answer Auto Attendant -> Voicemail)		New	6/28/2024 1:06 PM	Smith Madison	Dorn, Kristin	
369383	Battery re-stock for Keenan's van		Confirmed	5/9/2024 9:11 AM	Harris Carrie		
341696	Customer Service Request from Website from rsternberg@uwcatholic.org at St. Pauls Catholic Student C		New	12/20/2023 10:41 AM	Nygren Peg		

1 - 4 out of 4

Filter List · Excel Output

Q: How do I drill in to a ticket?

A: Users can see additional information by clicking on the linked ticket number on the left.

Ticket # ▲
319405
319486
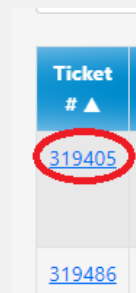
Reports prior to 9/9/2024

Q: What can I see here?
   A: The Reports Prior page has report links to older complete buildings before 9/9/2024.

Reports prior to 9/9/2024

Filter List

Excel Output

Building ▲	Report Link
Historical Report for Site: Cedar Rapids - (BR#)	IR-Test

Deficiencies

🔍 **Q: What can I see here?**

A: The Deficiencies page has tabbed views of Active and Complete Deficiencies tickets. The grid also displays the ticket number, issue being worked, status and the name of the technician working the ticket.

Deficiencies

Active Tickets	Completed Tickets

Filter List | Excel Output

Ticket # ▼	Ticket Issue	Scheduled	Status	CEC Contact	Contact	Agreement
390773	Inspection Deficiencies for CW Ticket 390772 IP ID: 124		New	Huff Melissa	Huff, Melissa	

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Q: How do I drill in to a ticket?

A: Users can see additional information by clicking on the linked ticket number on the left.

Ticket # ▲
319405
319486

Profile

Q: What can I see here?

A: The profile page shows your current information (name/email/address). Users can edit their information seen as well, but email address changes will require having to send an email to customerportal@cecinfo.com so credentials can carry over properly. Admin users can also see other users from their company and manage security settings for them or even remove them as a user entirely.

User Profile

First Name: Sean

Email: development@cecinfo.com

Direct Phone: 319-731-1267

Company Address: 405 Boyson Rd, Hiawatha, IA 52233-1211

Last Name: Anderson

Title: Customer Portal Test

Fax: 0452

[Edit Profile]   [Reset Password]

Does someone in your organization need access to the customer portal? Request access to the CEC Customer Portal here.

Company Portal Accounts

Employee	Role	Web Access	Tech Access	Site Access	Inspection Access	Manage	Delete User
Chumley Hodgson	Manager	All	All	All	All	Manage User	Delete User
Dan St. Pierre	Admin	All	All	All	All	Manage User	Delete User
Julie Anderson	Standard	All	All	All	All	Manage User	Delete User

Q: What security can an admin set for their users?

A: Admins can grant additional admin rights for other users, and set what company sites, portal sections, inspection types, and CEC related technologies their company users have access to.

Manage User Permissions for Ryan Powell

Admins can manage user settings in their organization here. Technology, Portal, and Site restrictions can be set here for each user.

Role

○ Admin - Manage Users and Complete Access to Company Documents and Tickets
○ Manager - Complete Access to Company Documents and Tickets
◉ Standard - Access to Only Their Company Documents and Tickets

Website Selection

Section Choices

| Quotes |
| Projects |
| Agreements |
| Invoices |
| Service |
| Inspections |

Section Access

| All |

Technology Selection

Technology Choices

| AV |
| Cable |
| Fire |
| Install & Infrastructure |
| IT Suite |
| Nurse Call |
| RF |
| Security |
| Test & Inspect |

Technology Access

| All |

Site Selection

Site Choices

| Cedar Rapids |
| Dubuque |
| Madison |
| Milwaukee |
| Waterloo |
| Davenport |
| Des Moines |
| Wausau |
| Lab46 Testing |

Site Access

| All |

Submit Changes

Glossary

Q: What can I see here?

A: The Glossary page offers a quick reference and overview of the portal, and interprets the CEC jargon used in each section.

Contact Us

Q: What can I see here?

A: The contact us page allows users to quickly submit questions or feedback through two options; *Customer Portal* or *Sales*. Users can choose their type of contact and enter a quick note in the Description field to submit:

Contact Us

This is for non-service requests only. Fields with * are required.

If you need to place a service request, please start a service ticket with us.

Contact Type*

Contact Type	⌄

Description*

What did you want to contact us about?

Submit