

Transitioning to OneAdvanced Services

We're pleased to welcome you to OneAdvanced. As your organisation becomes part of our wider customer community, we're working to make the transition as straightforward and well-supported as possible.

To help you get started, we'd like to introduce the OneAdvanced Service Centre your go-to hub for support, updates, and key resources. Whether you're managing access or raising support cases, the Service Centre is built to make things easier and more efficient for your team.

We will also be changing the way you contact Support via Phones.

Changes to the Phones

As well as introducing the new OneAdvanced Service Centre, we would also like to announce that we will be changing the way you contact support through our Phone system. This will mean a new Support Number and a new experience.

For more information please refer to our Knowledge Base Article [here](#).

Introducing the OneAdvanced Service Centre

Once your system is live, the Service Centre will be your central hub for:

- Submitting requests (Account Management | Billing & Payments)
- Raising Technical Support Cases
- Tracking and managing your own cases
- Accessing Knowledge Base articles
- Providing feedback
- Accessing the Trust Centre

[Learn more about the Service Centre here](#)

Accessing the OneAdvanced Service Centre

Shortly we will be announcing your go live date for our OneAdvanced Service Centre.

As part of this transition, we will be automatically providing every Customer with access to our Service Centre. In our upcoming communications we will communicate when you will be able to access our Service Centre and Telephone Support.

Service Centre Users

We have a couple different types of users that are able to access our Service Centre:

Users and Admins

A User is a standard user who will be able to raise cases, view their own cases, use our Customer Knowledge base and utilise our new Knowledge Bot, Arlo and more. Admins will have the ability to see all cases raised for your site, approve new Service Centre users and amend users' roles alongside all the standard user functionality. To learn more on roles and responsibilities, please refer to our Knowledge Base Article [here](#)

Registering for the Portal

For any new users they will need a Registration Code from your organisation's nominated Admin. Once you have the code:

1. Register for your account
2. Wait for your Admin to approve your access
3. Log in and begin exploring the Service Centre

If you're unsure who your Admin is, please check with your organisation or contact your transition lead.

For step-by-step instructions, please visit our Knowledge Base article [here](#)

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Helpful Resources

Want a quick refresher? Just click on the guides below they're the same helpful resources from your OneAdvanced introduction email.

- [Guide for logging support tickets by phone](#)
- [Introduction to the OneAdvanced Service Centre \(for portal users\)](#)
- [Frequently Asked Questions \(FAQ\)](#)
- [Meet Arlo: Your AI Knowledge Agent](#)

Support During the Transition

Until your Service Centre access is live, continue using your current support method. For email queries, contact **VH.Queries@oneadvanced.com** until further notice. We're here to support you every step of the way whether you're activating your account or exploring the resources available to you. Thanks for being part of this journey. We're looking forward to supporting your success with OneAdvanced.

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