

# The Cora Customer Portal: An Overview





September 2020

With Derry Lynch

cora

# Today's Agenda

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-  **Accessing The Portal**
-  **Using Our Solutions Library**
-  **Cora Customer Portal Roadmap**
-  **Q&A (See Tab on Side of Screen)**



**Derry Lynch,**  
Head of Cora's  
Customer Success Team

# Agenda

- Accessing the Portal
  - Via CoraPPM
  - Directly via <https://cst.corasystems.com/support/home>
  - Ensure you are a Registered User- Contact us via [support@corasystemsLtd.Freshservice.com](mailto:support@corasystemsLtd.Freshservice.com)
- Using our Solutions Library
  - Webinars
  - Product Documentation
  - Videos
- Cora Portal Roadmap Activities
  - Documentation Update
  - Newsletters and Webinars
  - Mobile App

# Cora Customer Portal



## Announcements [View all](#)

Cora Customer Portal Webinar  
1 Sep, 2020

Check out our New Features Webinar with our Product Owner Nick Hall  
12 Aug, 2020



### Your Tickets

All your tickets, responses & activities



### Pending Approvals

Requests waiting for your Approval



### Report an Incident

Raise an incident with your support team



### Request New Service

Raise a request for a new device or service



### Browse Solutions

Find the answers to your queries in our exhaustive solutions



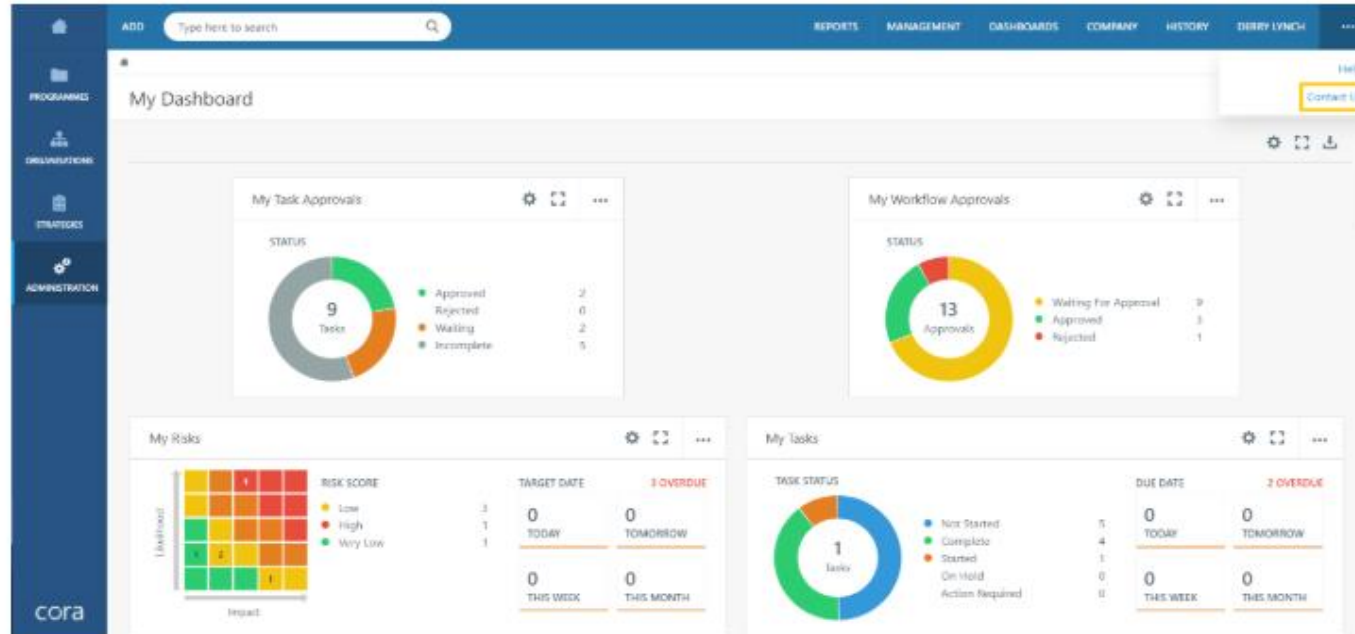
## Popular Solutions

[View all articles](#)

CoraPPM Review and Roadmap August 2020



# Accessing the Portal via CoraPPM



You will be brought to the following page where you can enter the details of your query.

<https://cst.corasystems.com/support/tickets/new>

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Submit a ticket

Email Address •

Client Customer

Subject •

Description •

# Cora Customer Portal- Solutions

**cora** Cora Systems

HOME SOLUTIONS TICKETS SERVICE CATALOG

99+ New Ticket

Q Enter your search term here...

## Solutions

Explore How-To's and learn best practices from our knowledge base.

### GENERAL

#### Getting Started (6)

- Logging In
- Passwords
- An overview of Cora PPM's functionality
- What is the OOTB configuration for Risks in Cora PPM?
- The different User Types in Cora PPM
- » See all 6 articles

#### Videos (18)

- Overview of Cora PPM Navigation
- Overview of Dashboard Widgets
- Cora PPM Dashboards
- Reporting - Snapshot Report
- Reporting - Report Builder
- » See all 18 articles

#### What's New in 1.4 (16)

#### FAQ (27)



Over 100 Articles, Videos, Documents, Webinars and other collateral to assist our customers with using PPM

More being added on an ongoing basis

# Cora Customer Portal- Documentation

## The Gantt Chart

Modified on: Wed, 9 Sep, 2020 at 1:59 PM

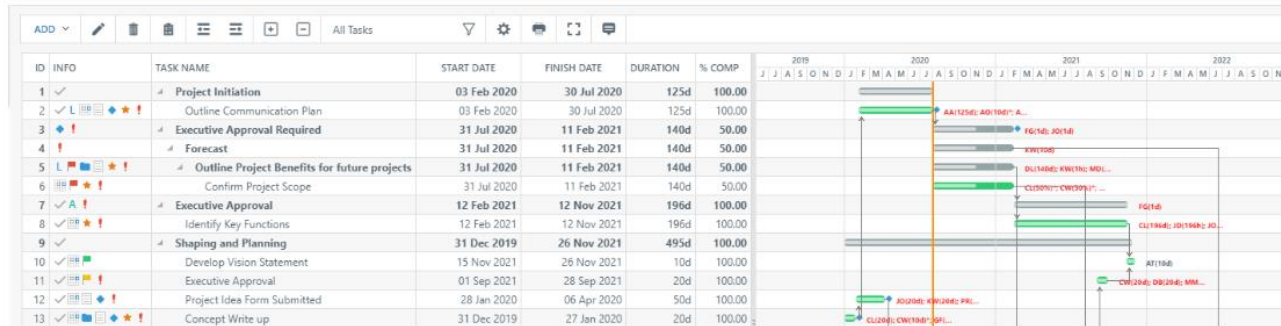


## The Gantt Chart

The Gantt Chart is a commonly used chart in project management which shows activities displayed against time.

The Gantt chart is a visual view of tasks scheduled over time. Gantt charts are used for planning projects of all sizes and they are a useful way of showing what work is scheduled to be done on a specific day. They also help you view the start and end dates of a project in one simple view.

The Gantt chart shows the project schedule and the linkages between the various tasks on the project and it allows you to view and modify the timeline of your project.



We will be covering the following subtopics:

- Managing tasks
- Operating the tool bar
- Importing and exporting scheduling information
- Utilising further Gantt Chart functionality

## Related Articles

- [Importing and Exporting from Microsoft Project \(...\)](#)
- [How to prepare for MSP Imports](#)
- [What's new in 1.2](#)
- [Timesheet Import Template](#)
- [What's new in 1.0](#)
- [Understanding Constraints and Critical Path](#)
- [Virus Scanning on Document Attach and Upload](#)
- [Microsoft Projects Import and Export Guidance](#)
- [Snapshot Report Additional Chart Types](#)
- [Getting Started](#)

# Cora Customer Portal- Videos

[Solution home](#) / [Cora PPM](#) / [What's New in 1.5](#)

## Dashboards Hide Graphic When Expanded



Modified on: Thu, 10 Sep, 2020 at 12:14 PM

### Hide Graphic When Expanded:

When expanding a dashboard widget to show the data behind, the widget graphic still takes up some space at the top of the page. To allow you to view more data, it is now possible to hide the widget graphic:

TASK	PROJECT	STATUS	PHASE
Design	Project 1a	Complete	Not Set
Build	Project 1a	Action Required	Not Set

**cora** PPM  
V1.5 Updates

## Dashboards - Hide Graphics When Expanded



### Related Articles

- [What's New in 1.5](#)
- [Dashboards: New Widget Graphics](#)
- [Programme Structure – Retain Settings](#)
- [What's new in 1.0](#)
- [Snapshot Report Tasks - Assigned Resources Colu...](#)
- [Snapshot Report Additional Chart Types](#)
- [Dashboards Project Types](#)
- [What's New In v1.4](#)
- [Risks – Calculated Expected Cost](#)
- [What's new in 1.2](#)



# Cora Customer Portal- Webinars

🔍 Enter your search term here...

[Solution home](#) / [Cora PPM](#) / [Webinars](#)

## CoraPPM Review and Roadmap August 2020



Modified on: Mon, 17 Aug, 2020 at 10:55 AM

In this Webinar, Cora's Product Owner Nick Hall brings us through some new features provided in the latest releases of CoraPPM and also provides a preview of what's coming as part of the CoraPPM roadmap.



### Related Articles

- [Link to Cora PPM Release Review Blog Post](#)
- [Microsoft Projects Import and Export Guidance](#)
- [Importing and Exporting from Microsoft Project \(...\)](#)
- [Security Event Logging Policy and Security Validat...](#)
- [Understanding Constraints and Critical Path](#)
- [Getting Started](#)
- [Webinar: Resource Management made easy with ...](#)
- [What's New in 1.5](#)
- [What's New In v1.4](#)
- [What's New in 1.3](#)

# Logging a Ticket

Fill in the Cora PPM site URL, what screen the problem happened on and any action leading up to the issue.

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HOME SOLUTIONS TICKETS SERVICE CATALOG New Ticket

### Submit a ticket

Email Address •

Subject •

Description • 

Not loading

[Attach a file](#)

Environment •

Site URL

Screen the issue happened on

Any actions leading up to the issue 

Returning to the home page...

### Related articles

- [Mobile App Guide](#)  
A guide to Using the CoraPPM Mobile App on iOS.
- [Markup of documents on the Mobile App](#)  
how documents are marked up on the mobile ap...
- [Datasheet for Cora PPM Mobile](#)  
Mobile apps for iOS that let you access and update...

# Cora Customer Portal Roadmap and Activities:

- Monthly Newsletters and mailshots with content updates
- Extension of the Solutions Library
  - Documentation
  - Videos
  - How To
- Further Integration between CoraPPM and The Customer Portal
- Mobile App



# Find Out More

Contact your Account Manager

Visit: [cst.corasystems.com](http://cst.corasystems.com)

Email: [support@corasystemsLtd.freshservice.com](mailto:support@corasystemsLtd.freshservice.com)

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