

# CCL MEMBERS PORTAL OUTAGE & UPDATE

## SCHEDULED

COUNSEL'S  
CHAMBERS  
LIMITED

**16 June 2022**

**Dear:** Members & Clerks

This circular includes the following topics relating to CCL Members Portal:

- *Scheduled outage – 21 June 3pm to 5pm*
- *Update to Member Portal interface*

### **Scheduled outage – 21 June 3pm to 5pm**

The CCL Member Portal will be unavailable between 3pm to 5pm next Tuesday, 21 June 2022. The outage relates to an upgrade of the service for Members & Clerks.

If you require assistance during this time, please contact CCL at:

- [support@ccl.com.au](mailto:support@ccl.com.au) for Network Support; or
- [maint@ccl.com.au](mailto:maint@ccl.com.au) for Maintenance.

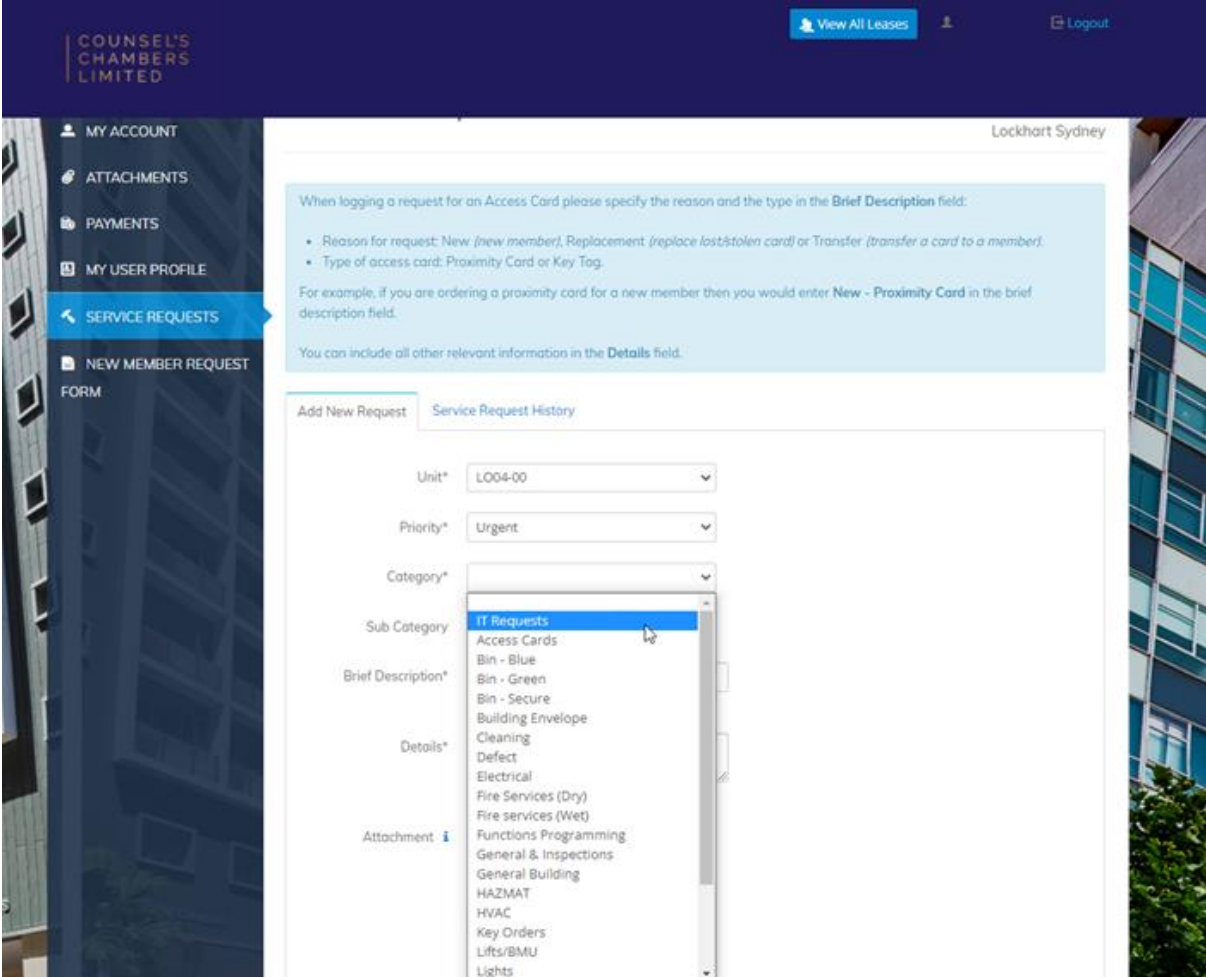
If you have any questions, please contact [Lee Albert](#) directly.

### **Update to Portal Interface**

The scheduled outage above is related to an upgrade of CCL's Member Portal and the associated Network Support and Maintenance application software.

As a consequence of the update, and from 22 June 2022, Members will log into the [Member Portal](#) as usual however you will no longer be required to select Maintenance Requests or Technical Support; this step has been streamlined.

To request Technical Support for CCL Network Services, under the *Service Requests* tab, select *IT Requests* from the *Category* drop-down list. IT Requests features as the first Category for ease of access:



After selecting the *IT Requests* category, in the *Sub Category* drop-down list, please select the most appropriate category for the request:

← SERVICE REQUESTS

NEW MEMBER REQUEST FORM

Add New Request | Service Request History

Unit\* LO04-00

Priority\* Urgent

Category\* IT Requests

Sub Category

Brief Description\*

Details\*

500 characters remaining

Attachment i Choose File

Submit

For example, if you are ordering a proximity card for a new member then you would enter **New - Proximity Card** in the brief description field.

You can include all other relevant information in the **Details** field.

General  
Email  
VoIP  
Connectivity

To log a Maintenance Request, simply select the appropriate Category from the *Category* drop-down list as you normally would.

Accessing enquiries about Rent Payments remains unchanged.

If you have any questions or require further information, please contact [Lee Albert](#) directly.

Kind Regards,  
**Debbie George**  
CEO

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