

GET TO KNOW GTT ENVISIONDX

The one-stop performance portal

EnvisionDX is our self-service portal. It provides you with an overall view of your services, as well as real-time monitoring and alerts, performance metrics service inventory management, support ticket management, ordering and order tracking, and billing management.

WHEN TO USE ENVISIONDX

- **Log a ticket** – You can also receive updates and close out unneeded tickets.
- **View your services** – View and manage a detailed list of your services and their metrics.
- **Monitoring and reporting*** – View a real time map of your services and performance metrics. Run your own custom reporting.
- **Check an invoice** – View and download your invoices.
- **Make a payment*** – Make payments or set up automatic payments.
- **Billing inquiries/claims** – Create, manage, and track your billing queries.
- **Quoting and ordering*** – Quote and order new services. Track the status and receive updates on your open orders.
- **Configure your own Dashboard** – Set up your own dashboard view with the information most relevant to you.

WHAT ELSE DOES ENVISIONDX DO?

- **Want more updates?** See updates on new feature launches, billing alerts and planned maintenance events through the notifications panel.
- **Want more information?** Read and learn from the documentation on our products and services in the Client Resources library.
- **Want to contact someone?** The contact details for the team supporting your account are on the main dashboard.
- **Need an escalation?** The dashboard also has these lists in case you need to urgently contact us.
- **Need help with EnvisionDX?** There is on-page help via a question mark at the top right of each page to provide helpful hints and walkthroughs of how to review and interact with the portal.
- **Want to choose what email alerts you get?** Use the notifications feature to select which services you receive order progress and ticket alerts emails for.

WANT TO GET UP TO SPEED ON ENVISIONDX FEATURES?

All our client training and documents on EnvisionDX are here. Or you can pick from the list below:

- EnvisionDX Introduction for Americas is **here**.
- EnvisionDX Introduction for Europe is **here**.
- Learn about tickets in EnvisionDX **here**.
- Learn about how to make a payment **here**.
- Learn how to submit a billing inquiry or claim **here**.
- These are all accessible via the Client Resources menu item in EnvisionDX.

* Not all functionality is available to all clients

IMPORTANT

Browser compatibility:

EnvisionDX is compatible with all browsers but is optimized for Chrome.

Having trouble logging in?

- Check that your email matches your login.
- Your password is case sensitive – make sure you are inputting it correctly.
- Check your junk/spam folder for the first-time password email.
- If you are still having issues, please reach out to your account team.



TOP TIP

Log into EnvisionDX

Getting an account:

- Ask your company administrator, your account team, or request an account **here**.

Forgotten password:

- Ask your company administrator, your account team, or reset your password **here**.

Add our Mobile app to your home screen for updates on the go.