Dear Marathonites,

We are delighted to announce the rollout of our upgraded Internal Support Portal, tailored to meet the diverse needs of our organization's various departments.

The decision to enhance our Internal Support Portal was driven by the valuable feedback and requests we received from different departments across the company. We have carefully listened to your input and have worked diligently to implement improvements that address your specific requirements and streamline your support experience.

Your feedback has been invaluable in shaping the enhancements to our Internal Support Portal, and we're thrilled to introduce features aimed at streamlining your support experience, including:

Specialized Departmental Support Channels: Enjoy dedicated support channels for IT, HR, Administration, Marketing, and other departments, ensuring that you receive assistance from specialists familiar with your unique requirements.

Streamlined Ticketing System: Submit and track your requests seamlessly through our improved ticketing system, guaranteeing that your inquiries are promptly directed to the appropriate department for swift resolution.

Expanded Service Offerings: Benefit from a broader range of support services and resources, catering to the specific needs and challenges faced by each department within our organization.

Unified Ticket Management: Now, you can log in and view all your existing tickets through a single window, providing you with a centralized overview of your ongoing support requests for enhanced visibility and convenience.

To access the enhanced Internal Support Portal, simply logon to http://support.marathonrealty.com and signup using your company email id. Additionally, please find attached a user support manual for your ready reference. This manual provides detailed instructions on navigating the enhanced Internal Support Portal and utilizing its features effectively.

For any questions or assistance with the new features, please don't hesitate to contact our dedicated support team at [it@marathonrealty.com / 418, 438].

Thank you for your continued collaboration as we strive to enhance our support services to better serve you.

Best regards,
Team IT @ Marathon Group.

1. To access the new support portal, visit the following URL.
   http://support.marathonrealty.com/login.php

2. Click on Create an account if you are accessing the support portal for the first time.

MARATHON

Your IP Address : 192.168.2.254

🏠 Support Center Home   📄 Open a New Ticket   📄 Check Ticket Status

Account Registration

Use the forms below to create or update the information we have on file for your account

Contact Information

Email Address *

Please Enter Only @marathonrealty.com Email Address

Full Name *

Designation *
— Select —

Department *
— Select —

Location *
— Select —

Phone Number *
   Ext:

Preferences

Time Zone: Asia / Kolkata   ✕ ▼   📍 Auto Detect

Access Credentials

Create a Password:

Confirm New Password:

3 → Register   Cancel

3. Fill in all your details & click on Register. You will receive an email confirmation of the same.

4. Enter your email id & the password that you have set during the registration process & click Sign In.

Kunal Hadkar | Profile | Tickets **(2)** - Sign Out

MARATHON

6

Your IP Address : 192.168.2.254

🏠 Support Center Home   📄 Open a New Ticket   📄 Tickets (2)

[   ] Search   Help Topic: — All Help Topics — ⌄

🔁 Tickets   📄 **Open (2)**

Showing 1 - 2 of 2 Open Tickets				
Ticket # ⬍	Create Date ⬍	Status ⬍	Subject ⬍	Department ⬍
📄 756535	05/06/2024	Open	test ticket	ERP Support
📄 335334	05/06/2024	Open	AC not working	Administration

Page: **[1]**

5. Once signed in, you will arrive at the above page. Over here you can log a new ticket & check the status of your previous tickets as well. To open a new ticket click on **Open a New Ticket**

Kunal Hadkar | Profile | Tickets **(2)** - Sign Out

MARATHON

Your IP Address : 192.168.2.254

🏠 Support Center Home | 📄 Open a New Ticket | 📄 Tickets (2)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: kunal.hadkar@marathonrealty.com
Client: Kunal Hadkar

Help Topic

— Select a Help Topic — ▾ *   **7**

Create Ticket   Reset   Cancel

6. **Click on Help Topic & select the appropriate one.**

Kunal Hadkar | Profile | Tickets (2) - Sign Out

MARATHON

Your IP Address : 192.168.2.254

🏠 Support Center Home   📄 Open a New Ticket   📄 Tickets (2)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: kunal.hadkar@marathonrealty.com
Client: Kunal Hadkar

Help Topic

— Select a Help Topic —   *

| IT Marathon / DMS Project Creation Request |
| IT Marathon / Email |
| IT Marathon / Forgot/Reset Password |
| IT Marathon / Network |
| IT Marathon / PC Hardware |
| IT Marathon / Printer/Scanner |
| IT Marathon / Requisition for IT Accessories |
| IT Marathon / Requisition for New Cisco |
| IT Marathon / Requisition for New Computer |
| IT Marathon / Software/Application |
| IT Marathon / Surveillance System |
| IT Marathon / Tally |
| IT Marathon / Vendor Registration Form |
| IT Marathon / VPN Request/Issues |
| Marketing / Booking Experince Kit |
| Marketing / Brochure |
| Marketing / CRF form |
| Marketing / Inquiry form |
| Marketing / Others (Bags etc.) |
| Marketing / Possession Kit |

ancel

8

hts reserved.

7. Select the one for which you want to log the support ticket.

Kunal Hadkar | Profile | Tickets **(2)** - Sign Out

MARATHON

Your IP Address : 192.168.2.254

🏠 Support Center Home   📋 Open a New Ticket   📄 Tickets (2)

Open a New Ticket

Please fill in the form below to open a new ticket.

Email: kunal.hadkar@marathonrealty.com
Client: Kunal Hadkar

Help Topic
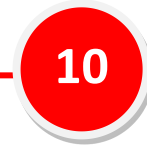
IT Marathon / Network   ▾ *

Ticket Details

Please Describe Your Issue

Issue Summary *

9

< >   ¶   🅰   Aa   B   I   U   S   ☰   🖼   ▶   ☷   🔗   —

Details on the reason(s) for opening the ticket.

10

⊕ Drop files here or choose them

Create Ticket   Reset   Cancel

8. **Specify the issue summary & in the box below, mention the issue in detail.**

MARATHON

Your IP Address : 192.168.2.254

11

🏠 Support Center Home   📑 Open a New Ticket   📄 Tickets (2)

	Search	Help Topic:	— All Help Topics — ▾

🔄 **Tickets**

📄 **Open (2)**

Showing 1 - 2 of 2 Open Tickets

Ticket # ⇕	Create Date ⇕	Status ⇕	Subject ⇕	Department ⇕
📄 756535	05/06/2024	Open	test ticket	ERP Support
📄 335334	05/06/2024	Open	AC not working	Administration

Page: **[1]**

9. **To check all your existing tickets, login to the support portal & click on Tickets.**