



GETTING STARTED

Your MAITS customer portal guide

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1. Welcome to MAITS

MAITS Limited provides websites, hosting, technology support and specialist consulting. Your customer portal is where you work with us: you ask for what you need, see quotations and agreements, pay invoices and follow every request from start to finish.

Everything in the portal belongs to your organisation. People you invite see the same requests, documents and messages, according to their role.

2. Accessing your customer portal

- **Where to sign in:** go to maits.co.nz/account and choose *Sign in to your MAITS Account*.
- **Use the right email:** sign in with the email address your account (or invitation) was created for. A different address creates a separate account that cannot see your organisation.
- **Choosing an organisation:** if you belong to more than one, use the organisation selector at the top of the menu. Everything you see then relates to that organisation.
- **Finding your way:** the Overview shows what needs your attention. The menu takes you to Services & requests, Websites & domains, Quotes, Billing & invoices, Consulting hours, Documents, Activity, Team, Organisation settings and your MAITS Account.

3. Requesting a service

- **A website:** choose *Request a website* and answer a few questions about your organisation, the pages you need and your domain.
- **A domain:** tell us in the website request whether you already own a domain or need us to get one.
- **Anything else:** under Services & requests, choose a service from the list. Fixed-price services show their price; everything else is quoted.

Each request gets a reference number. You can message us about it from the request itself.

4. Quotations

- When we quote, you get an email and the quotation appears under *Quotes*.
- Each quotation shows the scope, each line item and its price, GST, and which charges are one-off or monthly.
- The applicable service agreement is linked, with its version. Read it before accepting.
- Choose *Accept quote* or *Decline*. Acceptance is recorded with the agreement version you accepted.
- Questions? Message us from the related request before you decide.

5. Billing and invoices

Owners and Billing Administrators can see Billing & invoices.

- **Viewing invoices:** choose *View invoice* to see the lines, GST, amount paid and amount remaining.
- **Opening or downloading:** *Open PDF* opens the invoice in a new tab; *Download PDF* saves it.
- **Paying:** *Pay online* opens Stripe's secure payment page for that invoice.
- **Cards:** *Add a card* opens Stripe's secure page. MAITS never sees your full card number. Saving a card does not let MAITS charge it.
- **Scheduled payments:** if we propose a payment date, you approve it and choose the card. You can cancel before the date.
- **Payment history:** paid invoices and receipts are listed under Payment history.

6. Documents

Documents holds agreements, reports and service documents we share with you. *Financial › Invoices* lists every invoice with its PDF, the same records as Billing & invoices. Invoices stay available after a service ends.

7. Consulting and support

- Ask for help or changes by making a request, or message us on an existing request.
- Each request shows its status, from Submitted to Completed, and our replies.
- Plans that include consulting hours show your monthly allowance, what you have used and what remains under *Consulting hours*. Hours reset monthly and do not roll over.

8. Domains and websites

1. **Requested:** we have your website and domain details.
2. **Checking availability:** we confirm the domain with a registrar. Nothing is registered yet.
3. **Quoted:** your quotation includes the domain cost and renewal terms. Accept it to go ahead.
4. **Registered:** the registrar has confirmed the registration, in your organisation's name.
5. **Configuring, then Active:** we connect the domain to your website and it goes live after a short technical review.

You can follow each step under *Websites & domains*. You stay the owner of domains we register for you.

9. Security and signing out

- Keep your email account secure; it is how you sign in.
- Only invite people who need access, and give them the least access they need. Owners and Billing Administrators can see billing; Members cannot.
- Share documents only with people who should see them. Download links in the portal only work when you are signed in.
- Choose *Sign out* from the account menu when you finish, especially on a shared device. This signs you out of the portal and MAITS Administration.

10. Getting help

Email admin@maits.co.nz, or message us on the request in the portal. To help us look into something quickly, include:

- your organisation name,
- the request, quotation or invoice reference,
- what you expected and what happened instead,
- a screenshot if it helps (never include card details or passwords).