



**CompuGroup  
Medical**

# CGM PORTAL

Svenska (English further down)

# Inloggning

**CGM** Help EN

## Welcome to our CGM PORTAL

As a CGM Customer, you will find all your product-related information here.

E-mail \*  
vikep51647@linxues.com

Password \*  
\*\*\*\*\*

Keep me logged in [Forgot your Password?](#)

Fields marked with \* are required.

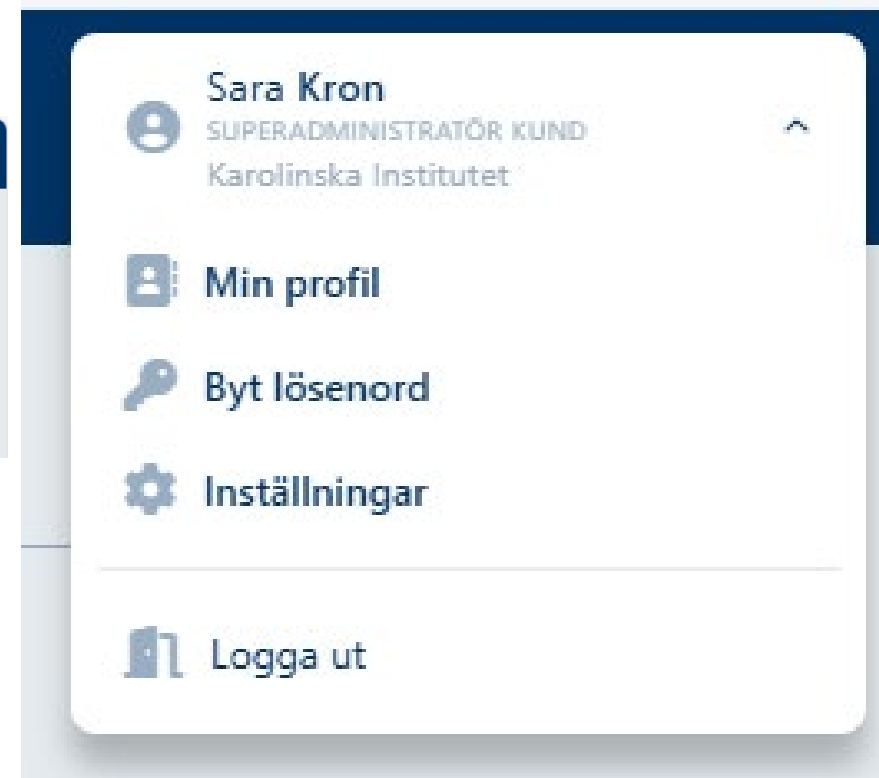
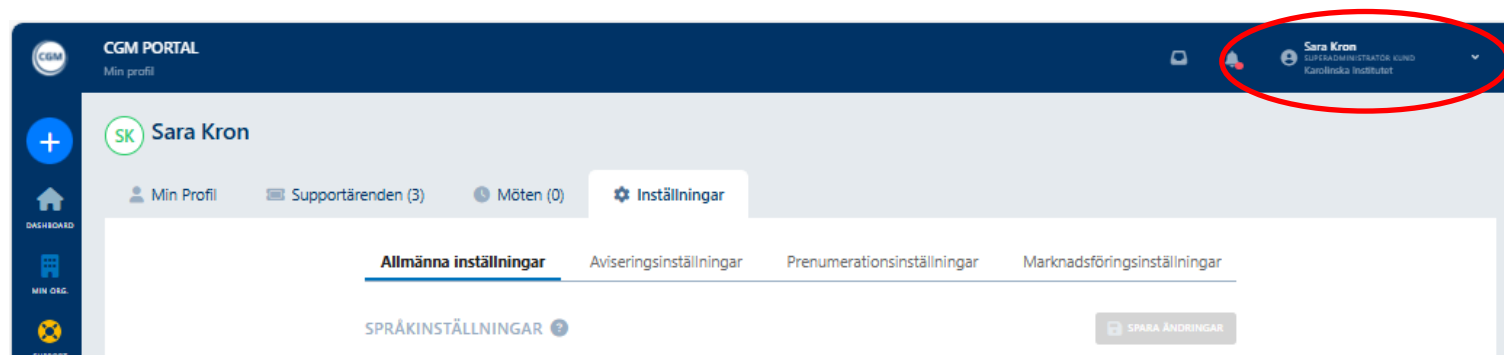
Login

Login with CGM-ID

[Not a CGM PORTAL user yet? Click here to register.](#)

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# I övre högra hörnet kan du göra vissa inställningar, t ex ändra språk, ställa in aviseringarinställningar samt byta lösenord



# På dashboarden kan du bland annat se nyheter samt egna/alla ärenden för din organisation

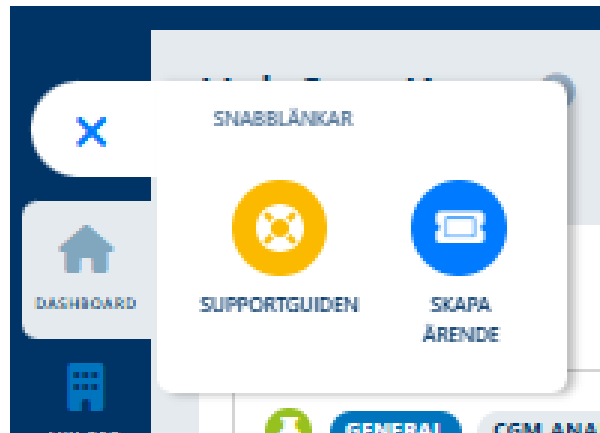
The screenshot displays the CGM Portal interface for user Sara Kron. The dashboard is organized into several sections:

- Header:** CGM PORTAL, user name Sara Kron (SUPERADMINISTRATOR KUND, Karolinska Institutet).
- Greeting:** Hej, Sara Kron. VÄLKOMMEN TILL CGM PORTAL.
- Left Sidebar:** Navigation menu with icons for Dashboard, Min Org., Support, Media Center, Klinskap, IDUTRYMMET, and Nyheter.
- SENASTE NYHETER (Latest News):** A list of three news items:
  - Test SE LAB:** GENERAL, CGM ANALYTIX, 10 nov 2025.
  - 9.0:** IMPORTANT, CGM ANALYTIX, 25 nov 2025.
  - Support:** GENERAL, CGM ANALYTIX, 22 aug 2025.
- SUPPORTÄRENDEN (Support Tickets):** Filtered to 'ALLA ÄRENDEN'. Three tickets from Karolinska Institutet are shown:
  - loggar:** OPEN, 10 okt 13:55.
  - Vi behöver hjälp:** CANCELLED BY CUSTOMER, 1 okt 09:57.
  - Allt står still:** OPEN, 1 okt 09:45.
- DOCUMENTATION:** GET HELP section with links: Portal Link, Get guided help from CGM, Get help from CGM, View Invoices, Get Support Knowledge.

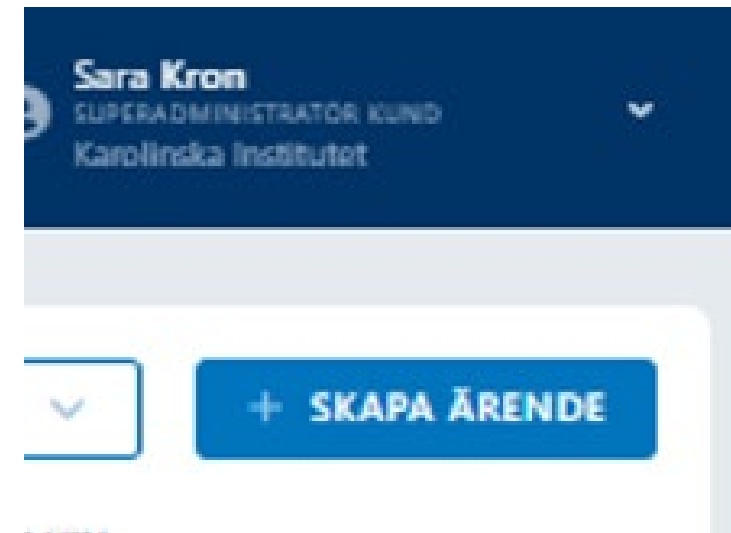
At the bottom of the news section, it says "Visar 3 av 3 resultat | Sida 1 av 1". A small blue circle with the number "1" is located below the news section.

# Det finns två olika sätt att skapa ärenden på, dessa finns i huvudmenyn under ”+” och i kategorin Support

## Supportguide och Skapa ärende



## Kategorin Support



# Supportguide, där du kan få hjälp vid skapande av ärenden

The screenshot shows the CGM Portal interface. At the top left, there is a logo and the text "CGM PORTAL". Below it, a breadcrumb trail reads "Support / Supportguiden / Ärendetyp". In the top right corner, there are icons for a search and a notification. The main content area is titled "VÄLKOMMEN TILL Supportguiden" and "Hur kan vi hjälpa dig?". There are two main cards: "SUPPORTÄRENDE" with a yellow question mark icon and a description: "Ett supportärende kan skapas vid problem/frågor gällande CGM-programvara."; and "ADMINISTRATION/HJÄLP MED KONTO" with a blue building icon and a description: "Ett administrationsärende (förkortat: Admin-ärende) kan skapas av användare med en administratörsroll vid administrativa förfrågningar som fakturering, utbetalning, kontrakt etc." A vertical sidebar on the left contains icons for Dashboard, Min Org., Support (highlighted), Media Center, and Kunskap.

# Här kan du välja en lämplig kategori för supportärenden

The screenshot shows the CGM Portal interface. At the top, the header includes the CGM logo, the text 'CGM PORTAL', and a breadcrumb trail: 'Support / Supportguiden / Supportärende / Konto / Produkt / Kategori'. On the right side of the header, there is a user profile for 'Sara Kron', identified as a 'SUPERADMINISTRATOR KUND' at 'Karolinska Institutet'. Below the header, a navigation bar contains several menu items: 'SUPPORTGUIDEN Supportärende', 'KONTO Karolinska Institutet', 'PRODUKT', 'KATEGORI', 'HJÄLPARTIKLAR', and 'ÄRENDEDETALJER'. A vertical sidebar on the left contains icons for 'DASHBOARD', 'MIN ORG.', 'SUPPORT', 'MEDIA CENTER', and 'KUNSEAP'. The main content area is titled 'Välj en kategori för ärendet:' and features five selectable categories:

- BUNT**: Beskriv vad du vill ha levererat i denna bunt. Tillhandahåll även version av Lab Base, Explorer, webbmoduler och andra versioner av CGM programvara ni kör.
- SUPPORTÄRENDE**: Rapportera bugg eller problem med en av våra produkter
- FRÅGA**: Försök hålla era frågor korta och tydliga tack. Mer komplicerade ärenden bör rapporteras under kategorin Incident.
- BEGÄRAN OM ÄNDRING**: Beskriv det du vill ha ändrat eller implementerat. Ju mer detaljerad du kan vara, desto bättre.
- TJÄNSTEFÖRFRÅGAN**: Du behöver hjälp som inte räknas som support

# Välj lämplig underkategori

The screenshot shows the CGM Portal interface. At the top, the header includes the CGM logo, the text 'CGM PORTAL', and a breadcrumb trail: 'Support / Supportguiden / Supportärende / Konto / Produkt / Kategori'. On the right side of the header, there are icons for a laptop, a notification bell, and a user profile for 'Sara Kron', identified as a 'SUPERADMINISTRATOR KUND' at 'Karolinska Institutet'. Below the header is a navigation bar with icons and labels for 'SUPPORTGUIDEN Supportärende', 'KONTO Karolinska Institutet', 'PRODUKT', 'KATEGORI', 'HJÄLPARTIKLAR', and 'ÄRENDEDETLJER'. A vertical sidebar on the left contains icons for 'DASHBOARD', 'MIN ÖRG.', 'SUPPORT', 'MEDIA CENTER', 'KLINISKA', and 'IDÉUTRYMME'. The main content area features a 'TILLBAKA' button and the heading 'Välj från Supportärende's underkategorier:'. Below this heading are six white cards, each representing a sub-category with a title and a brief description:

- CGM ANALYTIX LAB BASE**: Ange vilken version av CGM ANALYTIX Lab Base ni använder. Glöm inte bilagor och loggfiler.
- INVENTORY PRO**: Ange vilken version av Inventory Pro ni använder. Glöm inte bilagor och loggfiler.
- INSTRUMENT OCH DRIVARE**: Ange vilken version av drivare samt ICOM ni använder. Det är särskilt viktigt att ni kommer ihåg flow, msg, seins-loggar samt skärmdumpar på instrumentkonfigureringen.
- CGM ANALYTIX WEBBMODUL**: Ange version på samtliga installerade webbmoduler. Glöm inte bilagor och loggfiler.
- PELO**: Ange vilken version av PeLo ni använder. Glöm inte bilagor och loggfiler.
- EXPLORER**: Ange vilken version av Explorer ni använder - Glöm inte bilagor och loggfiler.

# Om du väljer Administration i supportguiden får du dessa kategorier

The screenshot displays the CGM Portal interface. At the top, the header includes the CGM logo, the text "CGM PORTAL", and a breadcrumb trail: "Support / Supportguiden / Administration / Konto / Kategori". On the right side of the header, there are icons for a laptop, a notification bell, and a user profile for "Sara Kron" (SUPERADMINISTRATOR KUND, Karolinska Institutet).

Below the header, a navigation bar features several options: "SUPPORTGUIDEN Administration" (highlighted with a blue icon), "KONTO Karolinska Institutet", "KATEGORI", and "ÄRENDEDETALJER".

The main content area is titled "Välj en kategori för ärendet:" and contains five category buttons:

- BESTÄLLNINGAR (NYA \ TILLÄGG | FÖRLÄNGNING)
- FAKTURAFRÅGOR
- KONTRAKT
- GRUNDDATA
- ÖVRIGA

A vertical sidebar on the left side of the page contains icons and labels for "DASHBOARD", "MIN ORG.", "SUPPORT", "MEDIA CENTER", and a book icon.

# Skapa ett ärende

Alla fält markerade med \* är obligatoriska, alla andra är valfria.

**Typ\***

SUPPORTÄRENDE ●

ADMINISTRATION/HJÄLP MED KONTO ●

**Konto\***

Mitt konto

Karolinska Institutet ▾

**Produkt\***

CGM ANALYTIX ▾

**Kategori\***

▾

**Rubrik\***

Välj rubrik

max 120 tecken

**Prioritet\***

Mellan ▾

**Externt ärendenummer**

Spämning och transparens över flera system

max 50 tecken

**Beskrivning\***

Förklara ditt ärende...

max 5000 tecken

# Översikt över ärenden

The screenshot displays the CGM Portal interface for a user named Sara Kron. The main content area is titled "SENAST UPPDATERADE ÄRENDE" and features a search bar and navigation buttons like "VISA DIAGRAM", "MINA FILTER", and "SKAPA ÄRENDE". The tickets are organized into four columns based on their status:

- ÖPPEN (Green):** Three tickets from Karolinska Institutet. The first has ID 817343283, title "Test", and status "IN PROCESS" (25 feb 09:45). The second has ID 150186435, title "New testing ticket - Olga", and status "OPEN" (23 feb 09:25). The third has ID 150186337, title "Test CGE", and status "IN PROCESS" (16 feb 16:18).
- YTTRELLIGARE INFORMATION (Orange):** Three tickets from Karolinska Institutet. The first has ID 817342983, title "asdasd", and status "ADDITIONAL INFORMATION" (14 jan 09:55). The second has ID 817342448, title "RUBRIK med 120 tecken, jag vill gärna se", and status "ADDITIONAL INFORMATION" (3 nov 11:55). The third has ID 817342409, title "test", and status "ADDITIONAL INFORMATION" (25 sep 14:15).
- LÖSNING TILLHANDAHÅLLEN (Light Blue):** One ticket from Karolinska Institutet with ID 817342127, title "ew343", and status "SOLUTION PROVIDED" (3 nov 11:55).
- AVSLUTAD (Grey):** Three tickets from Karolinska Institutet. The first has ID 817343260, title "bunt synk", and status "COMPLETED" (24 feb 11:40). The second has ID 150186351, title "New Admin Ticket for testing - Olga", and status "COMPLETED" (23 feb 09:50). The third has ID 817342716, title "Test Gordian 2", and status "COMPLETED" (10 nov 14:30).

# Migrering av ärenden

- Alla öppna ärenden kommer migreras
- Stängda ärenden ca 2 år bakåt kommer migreras
- Det betyder att äldre avslutade ärenden inte kommer gå att hitta i CGM Portal.

# Aviseringar

- När ert konto skapas i CGM Portal så kommer email-notifikationer vara inaktiverade som standard. Det är därför väldigt viktigt att ni aktiverar aviseringar.
- Detta gör ni via Inställningar -> Aviseringsinställningar
- Om ni inte aktiverar dessa så kommer ni inte få något email när något uppdateras i era ärenden.



**CompuGroup  
Medical**

# CGM PORTAL

English

# Login

**CGM** Help EN

## Welcome to our CGM PORTAL

As a CGM Customer, you will find all your product-related information here.

E-mail \*  
vikep51647@linuxes.com

Password \*  
\*\*\*\*\*

Keep me logged in [Forgot your Password?](#)

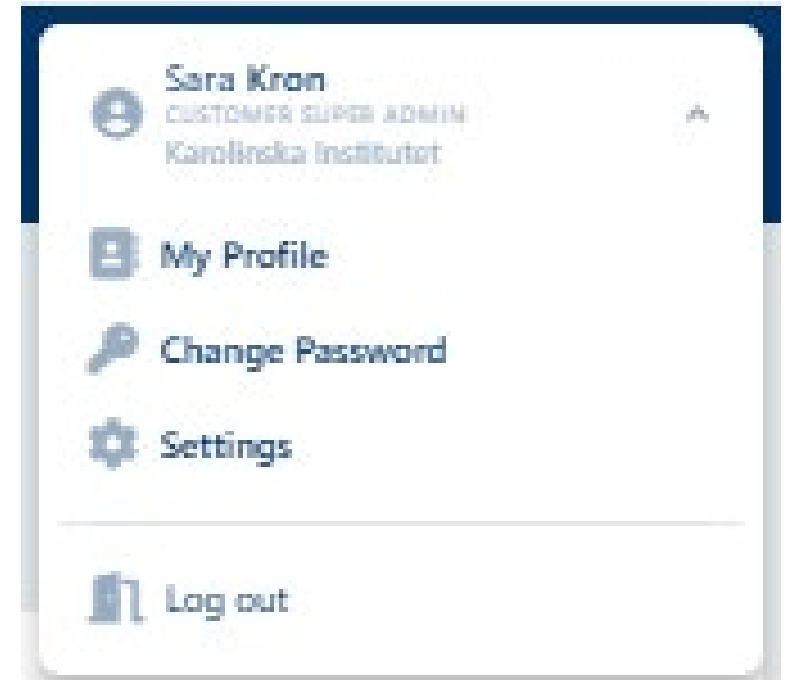
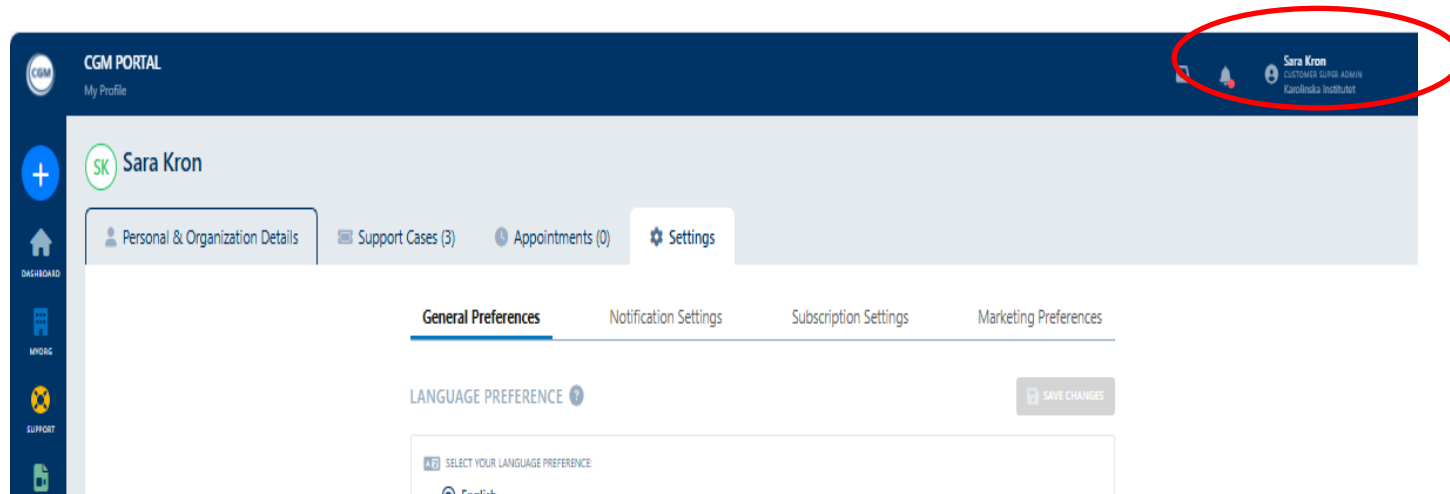
Fields marked with \* are required.

**Login**

Login with CGM-ID

[Not a CGM PORTAL user yet? Click here to register.](#)

# You can do different settings in the upper right corner

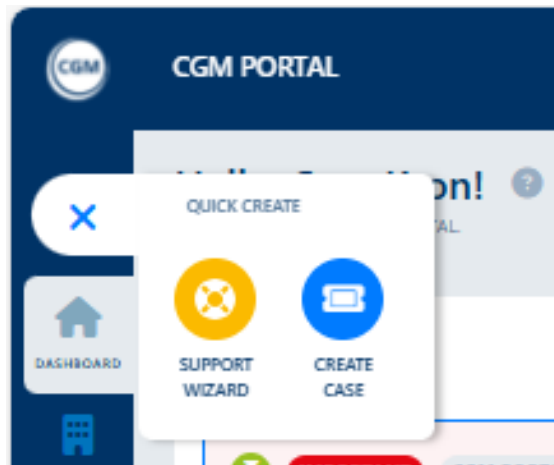


# You can see news and Support Cases on the dashboard

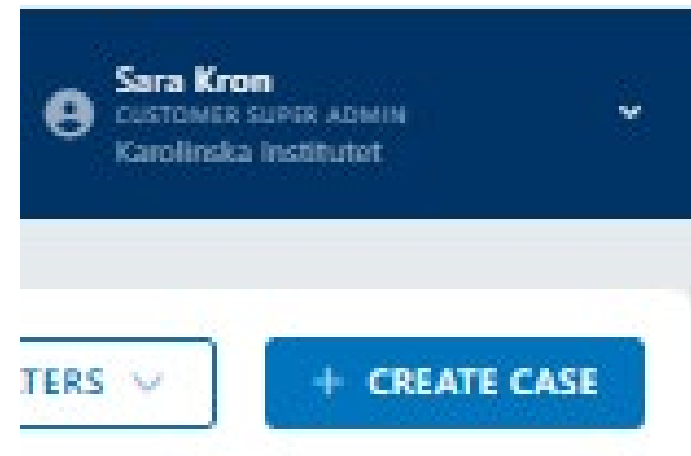
The screenshot displays the CGM Portal dashboard for Sara Kron. The top navigation bar includes the CGM logo, the user's name, and a profile picture. The main content area is titled "Hello, Sara Kron!" and "WELCOME TO YOUR CGM PORTAL". A sidebar on the left contains navigation icons for Dashboard, MyOrg, Support, Media Center, Knowledge, Idea Space, and News. The main content area features a "LATEST NEWS" section with three articles. The first article, titled "SAP Team from CGM Coming to Vega and Acteur to Showcase and Roll Out SAP", is highlighted with a red border and labeled "IMPORTANT". The second article, "CGM PORTAL June 2025 Hotfix", is labeled "GENERAL". The third article, "Test News for Subscribers", is also labeled "GENERAL". To the right of the news section, there is a "DOCUMENTATION" section and a "GET HELP" section with links for "Portal Link", "Get guided help from CGM", "Get help from CGM", "View Invoices", and "Get Support Knowledge". At the bottom of the news section, there is a pagination indicator: "Viewing 3 of 8 Results | Page 1 of 3" with a navigation bar showing "1", "2", "3", and a right arrow.

# There are two different ways to create a case – You can find them in the Main menu choose “+” or in the category Support

## Support Wizard and Create Case



## Category Support



# Support Wizard, guidance in how to create a case

The screenshot shows the CGM Portal interface. At the top, the header includes the CGM logo, the text 'CGM PORTAL', and a breadcrumb trail: 'Support / Support Wizard / Case Type'. On the right side of the header, there are icons for a laptop, a notification bell, and a user profile for 'Sara Kron', identified as a 'CUSTOMER SUPER ADMIN' at 'Karolinska Institutet'. A vertical sidebar on the left contains icons for a plus sign, a home icon labeled 'DASHBOARD', a building icon labeled 'MYORG', a support icon labeled 'SUPPORT', and a document icon labeled 'MEDIA CENTER'. The main content area is titled 'WELCOME TO Support Wizard' and asks 'How can we help you?'. Below this, there are two white cards. The first card, 'SUPPORT CASE', features a yellow question mark icon and explains that a support case is created for software issues. The second card, 'ADMINISTRATION/ACCOUNT ASSISTANCE', features a blue building icon and explains that an admin case is used for requests like billing and contracts.

CGM PORTAL  
Support / Support Wizard / Case Type

Sara Kron  
CUSTOMER SUPER ADMIN  
Karolinska Institutet

WELCOME TO  
Support Wizard

How can we help you?

**SUPPORT CASE** ?  
A Support Case can be created in case of issues/questions regarding a CGM Software.

**ADMINISTRATION/ACCOUNT ASSISTANCE** ?  
An Administration Case (short: Admin Case) can be created by users with an Admin role in case of administrative requests such as Billing, Invoicing, Contracts etc.

# Choose a suitable category for you Support Case

The screenshot displays the 'CGM PORTAL' interface. At the top, the breadcrumb navigation reads 'Support / Support Wizard / Support Case / Account / Product / Category'. The user is identified as 'Sara Kron, CUSTOMER SUPER ADMIN, Karolinska Institutet'. The main navigation bar includes 'Support Case', 'ACCOUNT Karolinska Institutet', 'PRODUCT', 'CATEGORY', 'HELP ARTICLES', and 'CASE DETAILS'. The central content area is titled 'Please select a category for the case:' and features five selectable options:

- BUNDLE**: Describe what you want delivered in this bundle. Please also supply version of Lab Base, Explorer, Webmodules and any other CGM software you are using.
- INCIDENT**: Report a bug or problem with one of our products
- QUESTION**: Please keep your questions short and clear. More complicated issues should be handled as an Incident.
- REQUEST FOR A CHANGE**: Describe what you want to have changed or implemented. The more specific you can be about your wishes, the better.
- SERVICE REQUEST**: You need personal assistance outside of normal product

# Choose suitable subcategory

The screenshot displays the CGM Portal interface. At the top, the breadcrumb navigation reads: Support / Support Wizard / Support Case / Account / Product / Category. The user is identified as Sara Kron, a Customer Super Admin at Karolinska Institutet. The main navigation bar includes icons for Dashboard, MyORG, Support, Media Center, and Knowledge. The current page is titled 'Support Case' and features a 'GO BACK' button. The central heading is 'Choose from Incident's sub-categories:'. Below this, there are six selectable subcategory cards, each with a title and a brief instruction:

- CGM ANALYTIX LAB BASE**: Please include what version of CGM ANALYTIX Lab Base you are running. Both database and client. Don't forget any attachments or logfiles.
- INVENTORY PRO**: Please include what version of Inventory Pro you are currently running. Don't forget any attachments or logfiles.
- INSTRUMENT AND DRIVERS**: Please include the version of the driver and ICOM. Especially important to add flow, msg, seins-logs as well as screenshots of analyzer configuration.
- CGM ANALYTIX WEB MODULE**: Please also include a list of all your installed web modules as well as their current version. Don't forget any attachments or logfiles.
- PELO**: Please include what version of PeLo you are currently running. Don't forget any attachments or logfiles.
- EXPLORER**: Please include what version of Explorer you are currently running. Don't forget any attachments or logfiles.

# If you choose Administration in the Support Wizard these categories are available

The screenshot displays the CGM Portal interface. At the top, the breadcrumb navigation reads: Support / Support Wizard / Administration / Account / Category. The user is identified as Sara Krom, a customer support representative for Karolinska Institutet. The main content area is titled 'SUPPORT WIZARD Administration / Account Assistance' and prompts the user to 'Please select a category for the case:'. Five category buttons are visible: 'ORDERS (NEW \ ADDON | RENEWAL)', 'INVOICE DISPUTE', 'CONTRACT', 'MASTER DATA', and 'OTHER'. A vertical sidebar on the left contains navigation icons for Dashboard, MyOrg, Support, and Media Center.

# Create a case

The screenshot shows the 'Create a Case' form in the CGM Portal. The form is titled 'Create a Case' and includes a navigation sidebar on the left with icons for Dashboard, MyCGM, Support, Media Center, Knowledge, IGA Space, and News. The main content area contains the following fields:

- Type\***: Radio buttons for 'Support Case' (selected) and 'Administration/Account Assistance'.
- Account\***: A dropdown menu with 'My Account' selected and 'Karolinska Institutet' as the current selection.
- Product\***: A dropdown menu with 'CGM ANALYTIX' selected.
- Category\***: An empty dropdown menu.
- Subject\***: A text input field with the placeholder 'Enter subject' and a character limit of 'max 120 characters'.
- Priority\***: A dropdown menu with 'Normal' selected.
- External Case Number**: A text input field with the placeholder 'Cross-system tracking and transparency' and a character limit of 'max 50 characters'.
- Description\***: A large text area with the placeholder 'Please explain your issue ...' and a character limit of 'max 5000 characters'.

At the bottom of the form, there are three buttons: 'SEND →', 'PREVIEW', and 'CANCEL'.

# Summary of all cases

The screenshot displays the 'CGM PORTAL Support' interface. At the top, the user is identified as Sara Kron, a Customer Super Admin at Karolinska Institutet. The main content area is titled 'LATEST UPDATED CASES' and includes a search bar for Case ID, Subject, or Account Name. Navigation buttons for 'SHOW CHARTS', 'MY FILTERS', and '+ CREATE CASE' are visible. The view is set to 'Card Board' with 'Filters' applied. The cases are organized into four columns based on their status:

- OPEN:** Three cases are listed, all with a 'NORMAL' priority and 'IN PROCESS' status. The subjects are 'Test', 'New testing ticket - Olga', and 'Test CGE'.
- ADDITIONAL INFORMATION:** Three cases are listed, all with a 'NORMAL' priority and 'ADDITIONAL INFORMATION' status. The subjects are 'asdasd', 'RUBRIK med 120 tecken, jag vill gärna se', and 'test'.
- SOLUTION PROVIDED:** One case is listed with a 'URGENT' priority and 'SOLUTION PROVIDED' status. The subject is 'ew343'.
- COMPLETED:** Three cases are listed, all with a 'NORMAL' priority and 'COMPLETED' status. The subjects are 'bunt synk', 'New Admin Ticket for testing - Olga', and 'Test Gordian 2'.

# Migration of cases

- All open cases will be migrated
- Closed cases less than 2 years will be migrated
- This means that older, closed, tickets will not be available in CGM Portal.

# Notifications

- When your account is created in CGM Portal, all notifications will be off, by default. It is very important that you activate notifications.
- You can do this in Settings -> Notification Settings
- If you do not activate notifications, you will not get any emails when a ticket is updated.