AQUABELLA

NEW EMPLOYEE PORTAL

Why this update?

We are always striving to provide the best support and help, when you need it. Our latest update to the Employee Portal is a step forward to make sure all your questions get answered with the most relevant, accurate information, especially with an always growing team!

In Numbers...

+90 Support Tickets created in the last 60 days

+100 Team Members across all our branches

+18 New Team Members in the last 12 months

Our Employee Portal:

- Gives you a single place to manage support requests and find key content so you can work effortlessly across different channels.
- Collaboration tools to easily find answers and help others, while keeping everyone in the loop.

New Employee Portal Home Page

Go back to
main website

Go to the Help Center

Logout of the
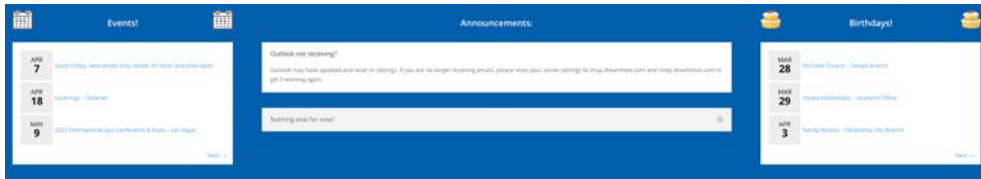Employee
Portal

Birthdays
Calendar

Events Calendar:
- Shows
- Holiday Calendar

Announcements

Aquabella Help Center – Calendars Details

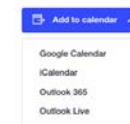**1**

2

Click on any event to see more details

Click on any birthday to see more details

Add to your own calendar. Choose the type of Calendar you use

See details of the event/birthday

See previous event/birthday

See next event/birthday

Employee Portal Home Page

All content, better layout

Other content by section

Video Trainings

Trainings and Documents

Training	General	HR	Performance Reviews
Video Trainings	Marketing Promotional Products	Employment Manual	Self Performance Review
	Contacts	Employee Benefit Guide - 2023	Perf. Review (Managers Comments)
	Coverage Map	Health Plan Details - 2023	
	Forms	Holiday Season - 2023	
	Guidelines	Import Holiday Calendar - 2023	
	Instructions	New Hire Documents	
	Displays	HR Forms	
	Presentations		
	Series Info Sheets		

Employee Portal Home Page

Quick Access

Return to Aquabella's Main Website
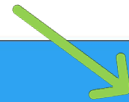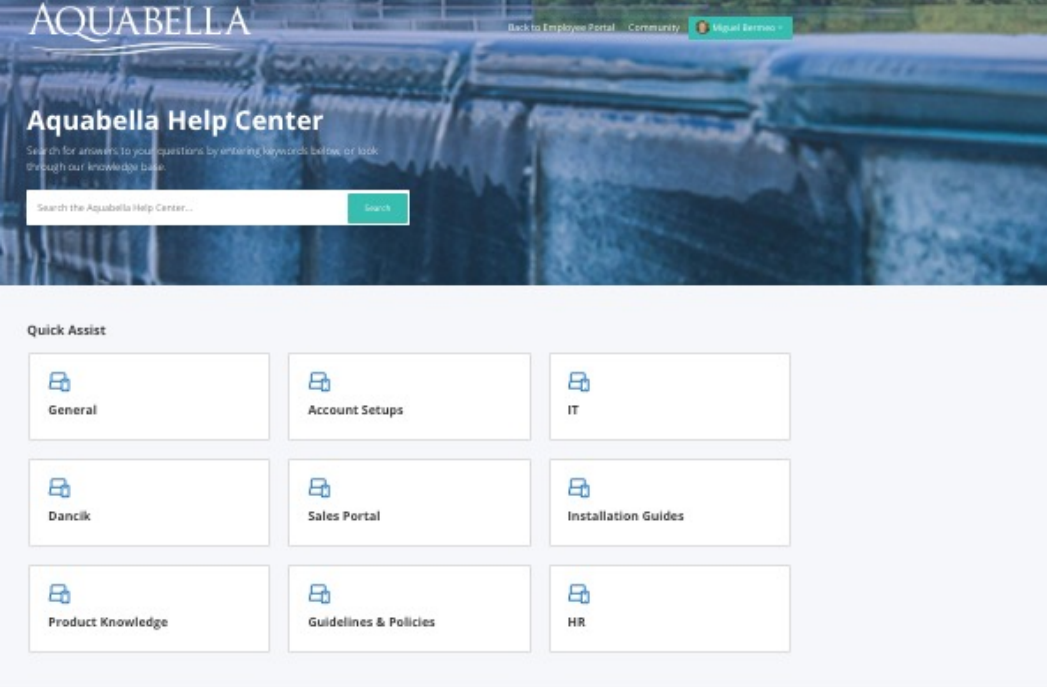
Access the Help Center

Aquabella Bot

Return to Website

Visit the Help Center

Support

What else is new?
Aquabella Help Center
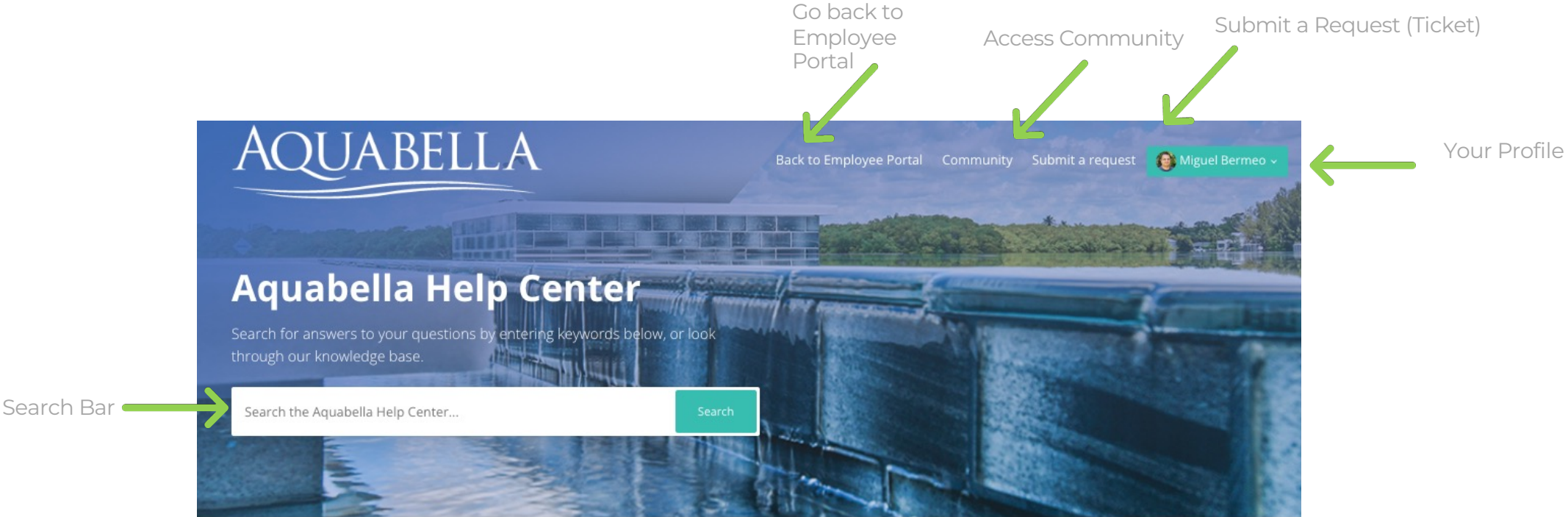
helpcenter.aquabellatile.com/

Ⓐ **Knowledge Library**

Ⓐ **Community**

Ⓐ **Requests (Tickets)**

Works with your Employee Portal login

Aquabella Help Center – Home Page

Go back to Employee Portal

Access Community

Submit a Request (Ticket)

Your Profile

Search Bar
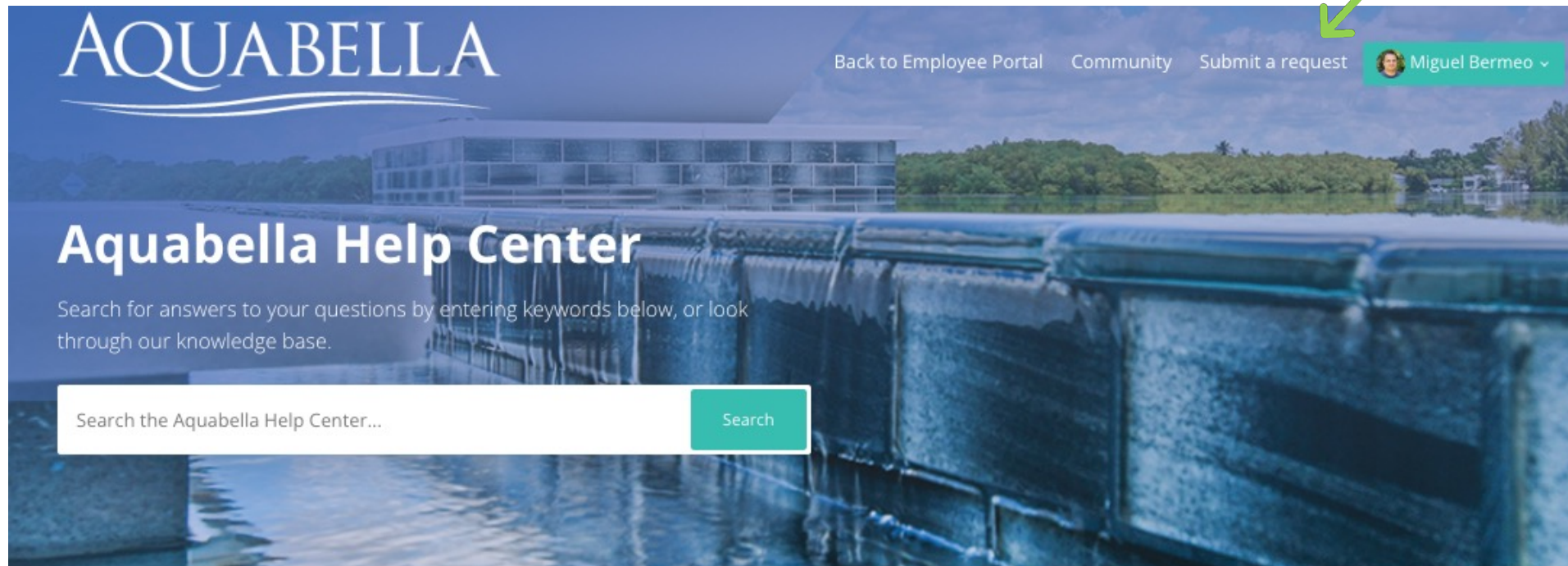
Aquabella Help Center – Home Page

Submit a Request (Ticket)

Aquabella Help Center – Submit a Request (Ticket)

Submit a request

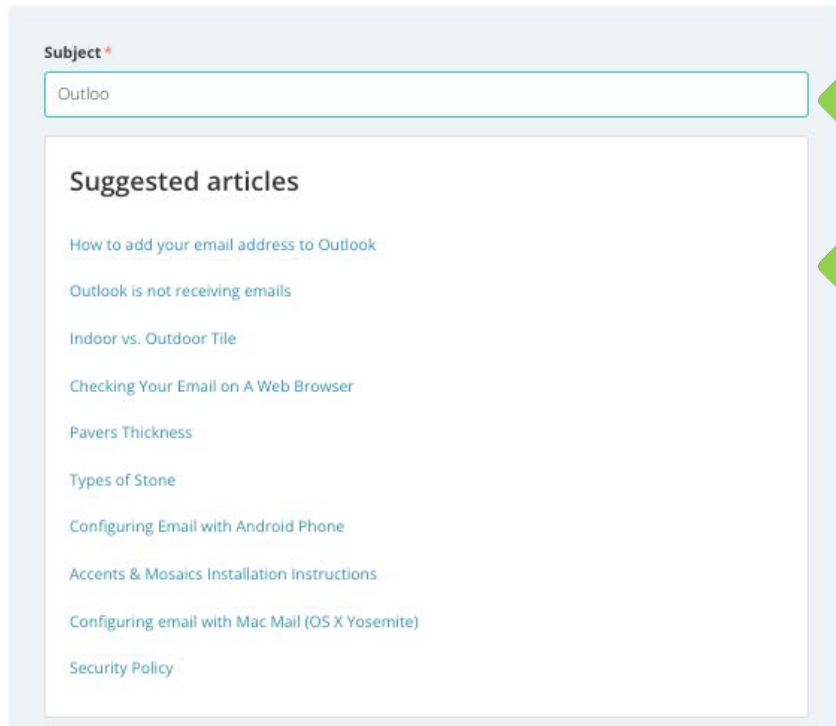Subject *

Priority (optional)

-

Request priority

Type of Support Needed (optional)

Email Configuration

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)

Add file or drop files here

Submit

Subject of your request

Set the Priority of your Request

What's the Type of Support you need?

Give us details about your problems

Attach files or screenshots

Submit your request

Aquabella Help Center –
Get Suggestions to your Request

## Submit a request

Subject *

Outloo

Suggested articles

How to add your email address to Outlook

Outlook is not receiving emails

Indoor vs. Outdoor Tile

Checking Your Email on A Web Browser

Pavers Thickness

Types of Stone

Configuring Email with Android Phone

Accents & Mosaics Installation Instructions

Configuring email with Mac Mail (OS X Yosemite)

Security Policy

Start writing the Subject of your Request

If we have articles related to your Request, our system will them and you can choose to read them, instead of sending a request (ticket).

The solutions could be closer than you think!

Aquabella Help Center –
See the Status of your Request

Miguel Bermeo ∨

Profile

Requests

Activities
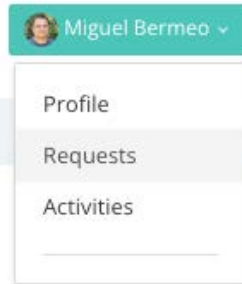
On your Profile Menu, select Request

My requests

My requests   Requests I'm CC'd on   Organization requests
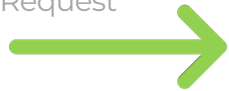
🔍 Search requests

Status:
Any ▼

Check the Status of your Request

Subject	Id	Created	Last activity ▼	Status
Outlook Demo Text	#3	2 minutes ago	2 minutes ago	open

You can have multiple Requests

Aquabella Help Center –
See the Status of your Request

Requests   Contributions   Following

Aquabella > My activities

Outlook Demo Text

Miguel Bermeo
5 minutes ago

This is a Demo text

Miguel Bermeo
2 minutes ago

Hi. We are working on your ticket now

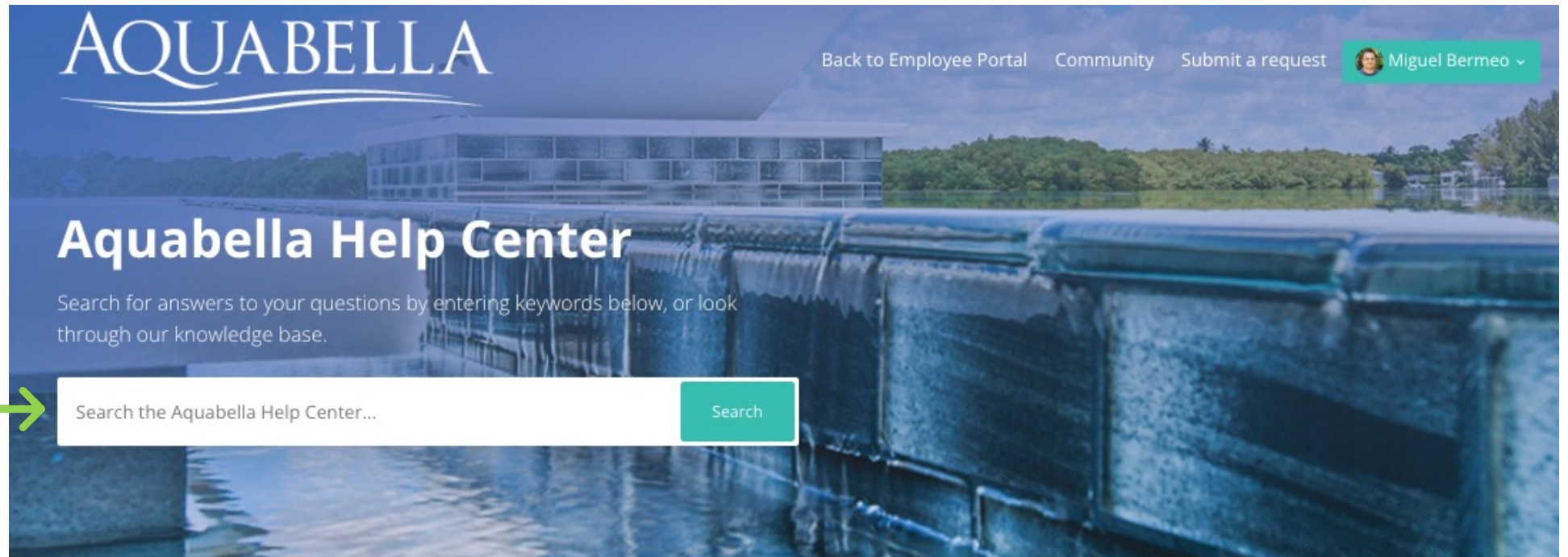T   B   I   ☰   ☰   🖼   🔗   🖼   99

Add file or drop files here

Submit

Requester	Miguel Bermeo
Created	Today at 11:46
Last activity	Today at 11:48
Id	#3
Status	open
Priority	Low
Type of Support Needed	Website/App Support
Programs with Issues	—
Computer ID	—
Printer Brand	—
Windows User	—

Information of your Ticket

Your Original Request

Add more details or information, or respond to our follow up questions

Aquabella Help Center – Home Page

Search Bar →

Aquabella Help Center – Search Bar

Think of it as our private Google.

It searches for any article, post or comments inside of our Help Center, in seconds.

The Search bar will follow you no matter where you are in the Help Center, to help you find what you are looking for when you need it, without the need to go back to the Home Page of the Help Center.
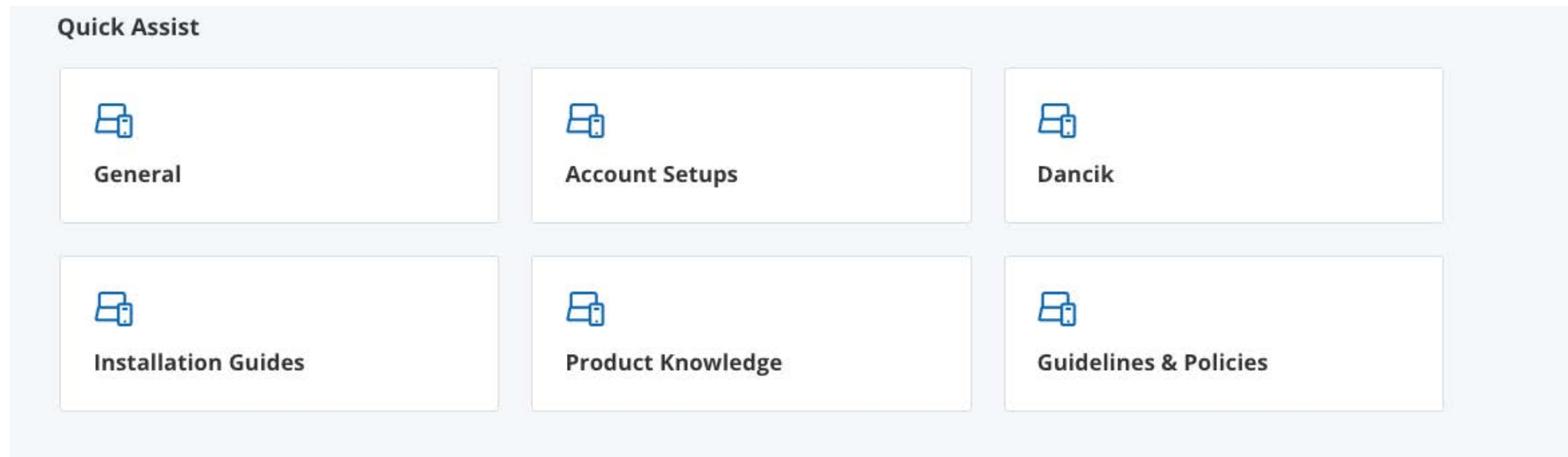
Aquabella Help Center – Home Page Quick Assist

All the content organized by area

All articles, guides and papers of our Knowledge Library organized by area.

Aquabella Help Center – Recent

What's the latest on our Knowledge Library?

See what's the new articles or activity inside our Knowledge Library.

Recently viewed articles

- Retail Customer File
- Glass Tile Installation Guide Using TEC
- How Porcelain Tile is produced
- Difference between stone pavers and porcelain pavers
- Glass Tile Installation Guides

Recent activity

Nextiva App for iOS
Article created 28 minutes ago 💬 0

Adding Retail Customers on Dancik
Article created 2 hours ago 💬 0

Retail Customer File
Article created 2 hours ago 💬 0

Spanish Glass Installation Guide
Article created 1 day ago 💬 0

Cleaning & Maintenance For Porcelain Products
Article created 2 days ago 💬 0

See more

Aquabella Help Center – Knowledge Library
All articles, organized by sections

Installation Guides

Glass Tile

- Glass Tile Installation Guide: General Guidelines
- Glass Tile Installation Guide Using Laticrete
- Glass Tile Installation Guide Using TEC
- Spanish Glass Installation Guide

Hardscapes

- Pavers Installation Guide On Pool Decks - Dry-Set Method
- Coping Installation Guide On Decks & Concrete Pools
- Coping Installation Guide On Vinyl Liner Or Fiberglass
- Coping Installation Guide On Vinyl Liner Or Fiberglass With Recessed Concrete Overlay
- Cutting Guide: 90° Corner - Miter Joint
- Cutting Guide: 90° Corner - Tight-Fit Butt Joint

See all 11 articles

Accents & Mosaics

- Accents & Mosaics Installation Instructions

Aquabella Help Center – Articles

Do more with articles

Follow an article and see notifications of updates or comments

Glass Tile Installation Guide: General Guidelines

Miguel Bermeo
35 minutes ago · Updated

Unfollow

These instructions are provided as a general guideline for installing glass tile in pools and water features. Some installations require a more detailed specification. An experienced, professional tile installer, who is familiar with the following procedures, should perform the work. Please read and understand these instructions before beginning any work.

Material Inspection

The owner or owner's representative is responsible for determining the acceptability of the product before installation. Our glass tile is a hand-made, artistic product. Variation in color, shade, tone, and size is normal. In many cases, the glass will have folds, wrinkles, and bubbles. These surface characteristics are inherent to cast glass manufacturing and should be expected. Upon delivery, open and inspect each box of tile.

Mosaic tile – Verify sheet-to-sheet color consistency by first comparing each sheet from the backside to one another. Next, compare the face of the sheets by laying them adjacent and comparing the visible portion (edge) of the mosaic tiles.

Un-mounted tile – Verify color acceptability before installation. The translucent tiles should be inspected and compared to one another on a white background. Before or during installation, blend the entire order to promote a visually consistent installation.

No adjustments will be made after installation.

Articles in this section

- Glass Tile Installation Guide: General Guidelines
- Glass Tile Installation Guide Using Laticrete
- Glass Tile Installation Guide Using TEC
- Spanish Glass Installation Guide

Other Articles on the same section

Recently viewed articles

- Retail Customer File
- Glass Tile Installation Guide Using TEC
- How Porcelain Tile is produced
- Difference between stone pavers and porcelain pavers
- Coping Installation Guide On Decks & Concrete Pools

Recent articles viewed by you and others

Related articles

- Glass Tile Installation Guide Using TEC

Related articles to the same topic

Aquabella Help Center – Articles

Do more with articles

Give feedback to our articles

Was this article helpful? **Yes** **No** 0 out of 0 found this helpful
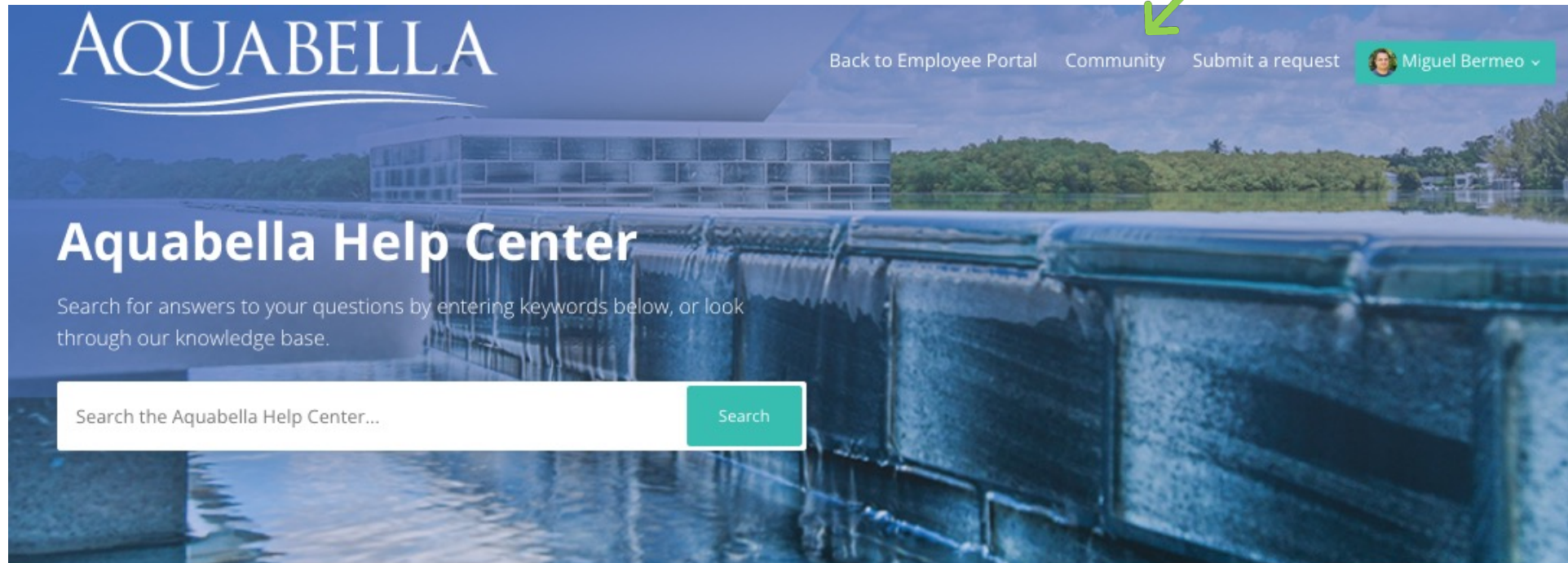
Comments

0 comments

Be the first to write a comment.
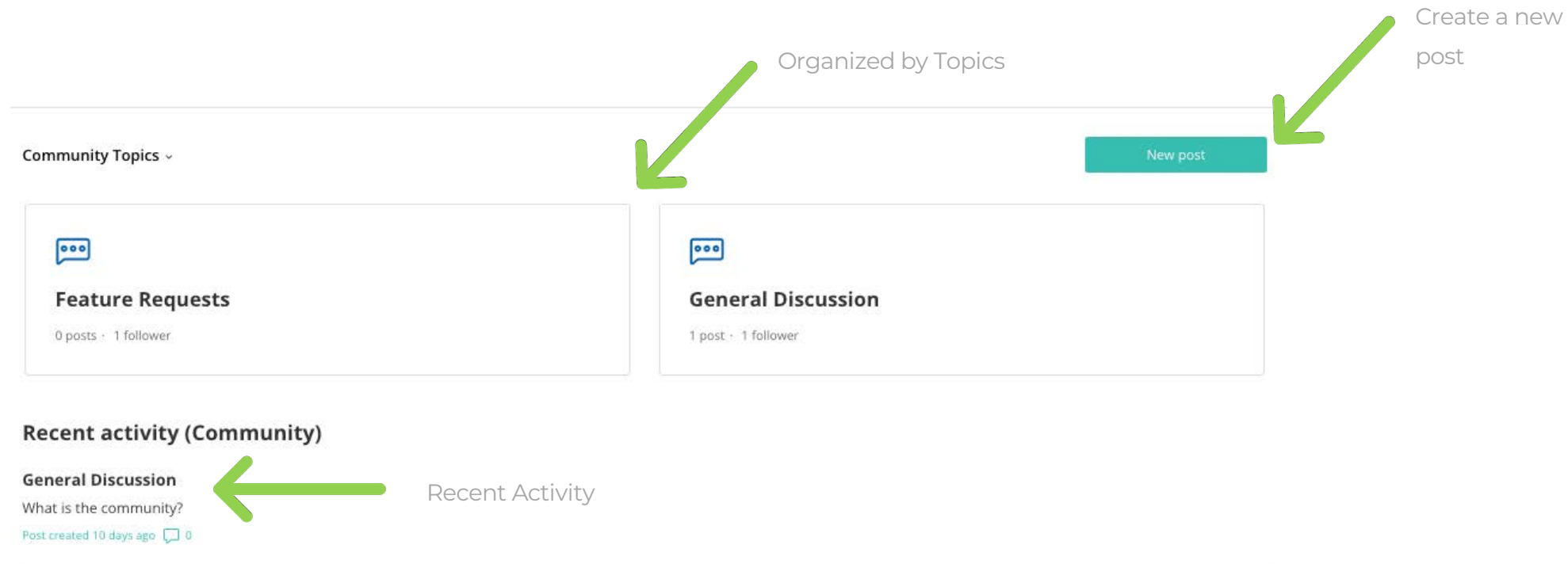
Leave a comment on the article

Aquabella Help Center – Home Page

Access Community

Aquabella Help Center – Community

A private forum for all Aquabella Employees. Questions, best practices, advises, from our team, answered by our team.

Create a new post

Organized by Topics

Community Topics ˅

New post

💬

Feature Requests

0 posts · 1 follower

💬

General Discussion

1 post · 1 follower

Recent activity (Community)

General Discussion

What is the community?

Post created 10 days ago 💬 0

Recent Activity

Aquabella Help Center – Community
Creating a Post

The simplest way to share your knowledge, or ask for advise or tips

Give your Post a title

White your Post

Select a topic where the post will be published

Submit for revision and publication.

Aquabella Help Center – Community
Join the Conversation

Title of the Post

Follow a post of your

interest

What is the community?

Miguel Bermeo
2 days ago · Edited

Didn't find what you were looking for?

New post

Write your own post

The Help Center community consists of posts and comments organized by topic. Posts might include tips, feature requests, or questions. Comments might include observations, clarifications, praise, or any other response in a typical community discussion.

You can use search, or you can browse the topics and posts using views and filters.

Comments

0 comments

White a comment, respond to a post

Be the first to write a comment.

Aquabella Bot

Get answers quickly

Couldn't fin what you were looking for? Contact Support

Find more information here

Aquabella Support Team

Aquabella Support Team · Bot

Hi! Welcome to Aquabella Support Team.

Ask me a question and I'll find the answer for you.

Get in touch

Aquabella Support Team · Bot

How do you want to get in touch?

Leave a message

Contact Support

Enter your questions

Type your question here...

← **Leave us a message**

Create a Support Ticket

Email address

Subject

Type of Support Needed (optional)

Email Configuration

Description

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Send

What else is Coming?

Internal Sample Ordering System
(will replace Excel Spreadsheet)

AQUABELLA

www.aquabellatile.com