

# Dear [User's Name],

Welcome to our Self-Service Portal! We are excited to assist you in navigating through our services efficiently.

This user guide is designed to help you understand how to utilize the portal effectively. Below are sections you will find useful:

## Getting Started

Follow these simple steps to log in:

1. Visit the portal at [portal URL].
2. Enter your username and password.
3. Click on the "Login" button.

## Portal Features

Once logged in, you will have access to the following features:

- Account Management
- Service Requests
- Tracking Support Tickets
- Knowledge Base

## Need Help?

If you encounter any issues, please feel free to reach out to our support team by clicking on the "Help" section located at the bottom of the portal.

## Thank You!

We hope this guide helps you make the most of your experience on our Self-Service Portal.

Sincerely,  
[Your Company Name]