

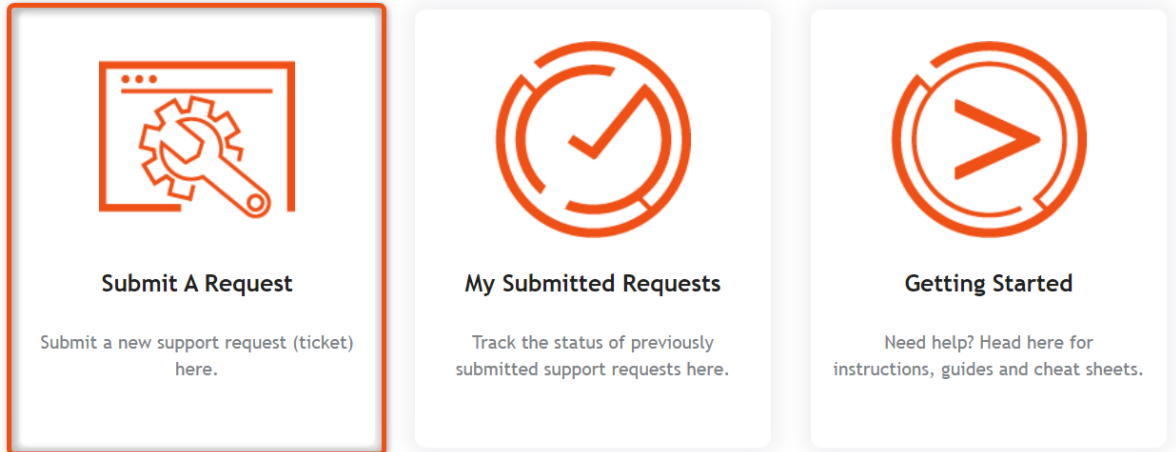
Submitting a Support Request

INFORMATION: Clients can submit requests using the *support request form* (or *web form*) on our Support Portal. Users are required to sign in to submit support requests in our Support Portal.

The support request form might contain more fields than those described in this section. It depends on the **Topic** you select.

To submit a support request in the Support Portal

1. Click Submit A Request on the Home Page



2. Select a **Topic** from the Dropdown List
3. In the **CC (optional)** field you can add an email address to copy a user on the ticket
 - ** To copy multiple users, use a comma to separate each email address
4. If you belong to multiple organizations, select the **organization** for this support request
5. Select an **Issue Type** from the dropdown list
6. Select an **Issue Category** from the dropdown list
7. Enter a **Subject** and **Description** of the problem
8. Add any attachments
 - ** The file size limit is 20 MB
9. Click Submit

Submit a Support Request

Please help us route your question to the relevant team by choosing a topic.

CC (optional)

Organization

Please tell us which Organization you would like this request associated with. You can change this later.

Issue Type

Please select an Issue Type

System Issues

Subject

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