

Customer Portal – Quick Guide

We are pleased to announce the launch of the new Customer Portal.

This exciting new innovation will foster a stronger partnership between your business and our product support team.

1. To access the portal login screen enter the following URL into your web browser <http://www.certain.com/services/support/customer-portal.html> .
2. Enter your email address and unique password as provided by our support team.

Customer Portal

3. You will now be directed to the Customer Portal home page.

There are three options from within this screen:

Log a case – where you can log your initial support request.

Case Management – where you can find out who your support case has been assigned to, view existing cases, upload supporting documentation for your case, and correspond with your support representative.

Account Settings – where you can change your email or password.

Welcome to the Customer Portal, here you can log a support request, check progress on existing support cases and manage your account settings.

Log a Case	Case Management	Account Settings
<p>By clicking below you can log your support request online. Your request will automatically be assigned to our support team and you will be able to log back in and view the progress of the resolution. Please ensure you enter as much information as possible to help us provide you with a fast and comprehensive response.</p> <p>Open a new support case</p>	<p>Here you can view all your existing support cases. Click below to find out which support representative has been assigned to your case, view current status and all case notes. If your support request relates to a system error you can use this section of the portal to upload screenshots and database back-ups which will assist us in providing you with a solution.</p> <p>View existing cases</p>	<p>Click below to manage your customer portal account settings, change your email address or password.</p> <p>Account management</p>

4. Click 'Open a new support case' to go to the following page.

Sign out

Home

Subject

Number To Be Generated

Incident Date 7/29/2010

Incident Time 9:59 am

Company 1-CUST12345 Test Certain Software

Contact

Submit Reset

Email(s) mstryker@certain.com

Phone (415) 353-5330

Product

Status Not Started

Origin Web

Message

Submit Reset

Within this screen ensure you enter the following information:

- Subject
- Contact
- Phone
- Product (please select the product you require support with)
- Message (please enter as much information as possible about your support request)

Please note: If you wish to provide database backups, screenshots, or other supporting documentation, you will need to use the Case Management section of the portal to do so.

Support Request Communication

Once you have logged a support case you will receive an auto-generated email confirming your request. When the request is assigned to a support request you will again receive an email advising of the support representative who will be working on your case. Any time either you or the support representative updates your case through Case Management, you will receive an email advising of the details.