FRESHDESK CLIENT SUPPORT PORTAL INSTRUCTIONS

CREATING AN ACCOUNT IN THE SUPPORT PORTAL

► To set up an account in Freshdesk, click on the following link http://support.materialogic.com or copy and paste into your browser.

► Select **Sign Up**
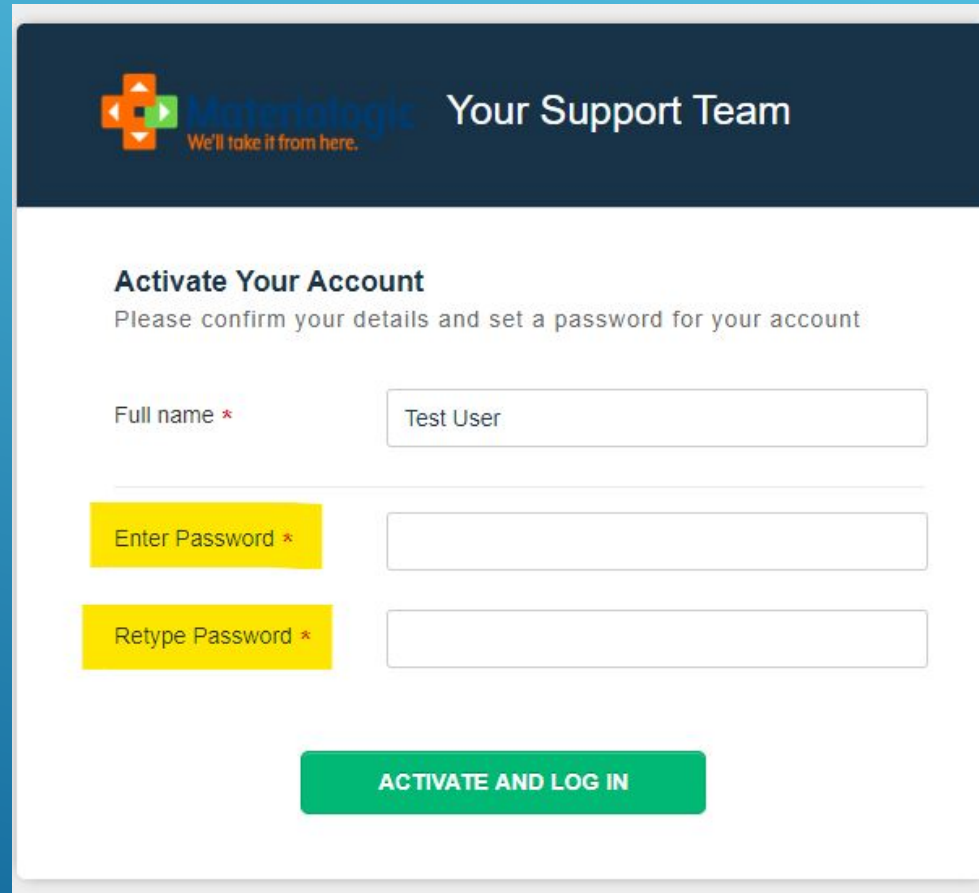
► A banner will pop up across the top of the screen, indicating registration was successful.

► An activation link will be sent to the email address provided.
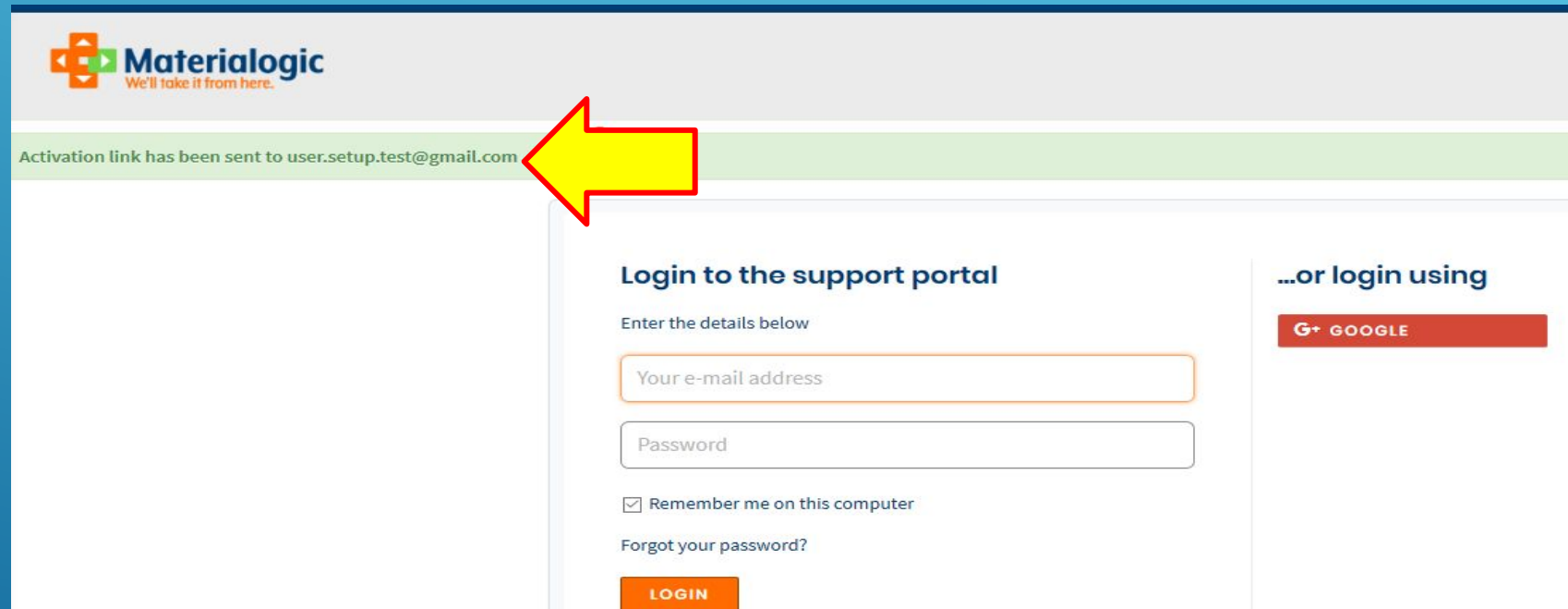
- Follow the link in the email to create a secure password.
- Select **activate and log in**.

You will then be directed to the home page. From here you can:
- Create support tickets
- Check the status of tickets
- Browse our knowledge base

SUBMITTING A SUPPORT TICKET

► After signing in to Freshdesk, click on **new support ticket**
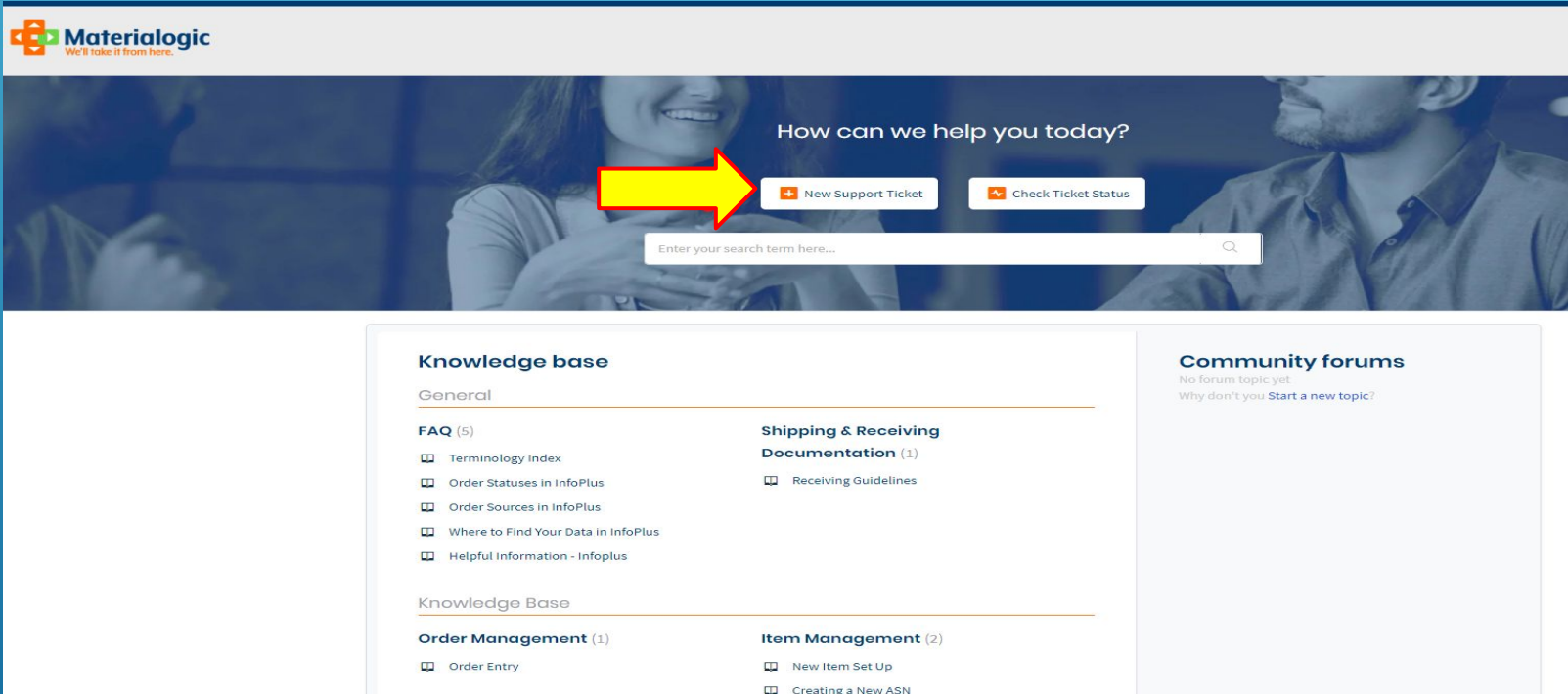
- Complete all of the required fields that are marked with a red asterisk.
- Refer to the guide in the right hand side of the screen to help determine the priority level of your support ticket.
- Attachments such as spreadsheets, purchase orders, screenshots of errors, etc., may be added using the attach file feature.
- Once all details and attachments have been set up, click the submit button.

- Once the ticket has been submitted, you will receive a confirmation email from an agent, letting you know your ticket has been received and is being reviewed.

- Responses will be sent to the email address provided.

For questions email
support@materialogic.freshdesk.com