

How to create a case for Technical Support:

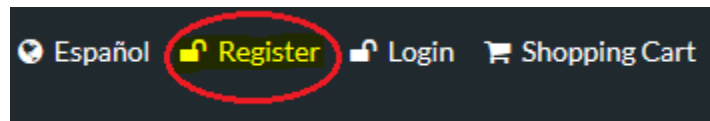
Visit: <https://prsoftsite.force.com/PRSoftSiteSupportKnowledgeListPage>

To create a case, you need to “Login” entering your email and password if you are already registered. If you have not registered with www.prsoft.com, follow the **Registration** steps, otherwise continue with the **How to create a Case** steps which you will find below.

Registration

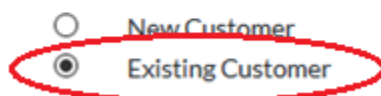
Every customer must be registered into our website in order to create a case, purchase products and to manage their account information. If you still haven't registered, then please follow these next steps:

1. Select the “**Register**” option.



2. Select “**Existing Customer**”.

Register



3. Enter all the required information and then select **“Register”**.

Register

- New Customer
 Existing Customer

Account Number :

PIN :

First Name :

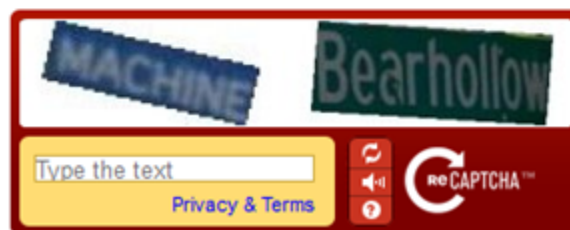
Last Name :

Email :

Confirm Email :

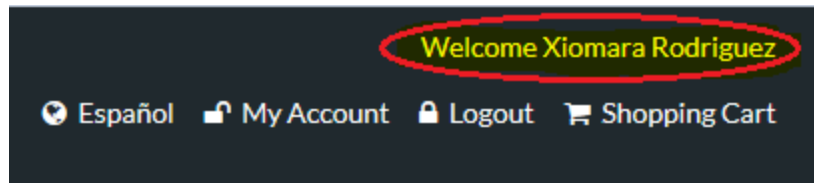
Phone :

Mobile :



Register

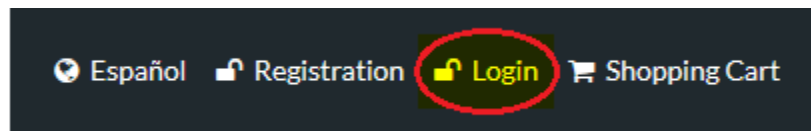
4. Once you are registered you will receive an email with the instructions to create your new password. When the password is created, you will be redirected to the website with your account already registered and your name will appear on the upper right side.



5. Once you finish the process of “**Register**” now you can proceed to create the case with the following steps. If you are already logged in, please proceed with the step #3 of **How to create a case**.

How to create a case

1. Select the “**Login**” option.



2. Enter your email and password, then select “**Login**”.

Login

Please login using your existing account.

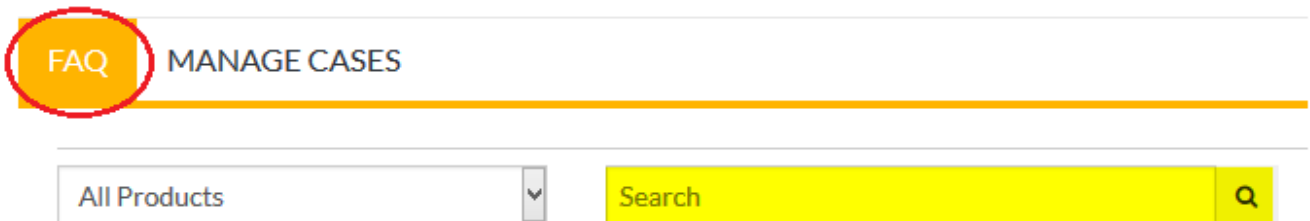
<input type="text" value="Email"/>	<input type="password" value="Password"/>	<input type="button" value="Login"/>
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[Forgot Your Password?](#) | [New User?](#)

3. Select **“Support”**.



4. First go to **FAQ** for a possible solution, in the **“Search”** area you can find different solutions regarding your specific issue or question. Type a brief explanation in subject or keywords. For example: “Error message when opening program”.



5. If you do not find a solution related to your issue or question, go to **“Manage Cases”** and select **“New”**.



6. Select the relevant Department, Product and Year. Add a brief information in **“Subject”** and in **“Description”** you will describe the reporting issue. You have a

section below where you can attach any document, file, screen shot or backup file related to the case reported, then select **“Submit”**.

FAQ **MANAGE CASES**

DEPARTMENT

PRODUCT

YEAR

SUBJECT

DESCRIPTION

NO FILE SELECTED.

- Once your case is submitted, you will receive a notification in your email. In addition, you will be able to see the status of your case in the **“Manage Cases”** section.

FAQ **MANAGE CASES**

Search Show Closed

Case	Contact	Product	Subject	Status	Date Opened	Date Closed
00063601	Eric Rodriguez	PRPay Classic	IMPORTAR DE CLASSIC A SUITE	Closed	10/22/15	10/27/15

- You can click the case number in order to add more comments, send a new document, file screen shot related to the case.

FAQ **MANAGE CASES**

CASE NUMBER: 00063601

STATUS: Closed

SUBJECT: IMPORTAR DE CLASSIC A SUITE

DESCRIPTION: Buenas tardes:

CASE COMMENTS: Add a Comment

BROWSE... NO FILE SELECTED. **SUBMIT**

Description	Date
Andres Oliver began working on this case.	10/22/15

Remember, for your benefit, it is very important that our customers report cases through the portal as it speeds up the assistance with the Technical Support Department. During the tax season, PRSoft[®] receives hundreds of requests for

support, and to respond the requests as soon as possible we maintain a single list of cases. Our technicians answer the requests in the order they are received. It is faster to reach the top of the list when you create your own case instead of waiting on the phone for customer service representative to create the case for you.

*If you have any additional questions, please reply to the original email by selecting "**Reply**". If you are not selecting the "Reply" option in the original email and if it's a new email, please include the case number to prevent creating a duplicate case.*

Thank you so much!

Thank you for allowing us to help efficiently and quickly as possible.

Cordially,

Team PRSoft[®]