



Telesystem Support

Online Support Portal Overview



The Telesystem Support portal allows customers to submit requests, send updates, and track their status in one, easy-to-use portal. The following guide will assist you in understanding the system.

Access

Logging into the portal

To log into the support portal:

- Point your browser to <https://telesystem.zendesk.com/>
- Input your user credentials

You are now logged into the Support portal to submit, manage, and review all service requests!

Don't have an account? Though you can submit a ticket without an account, you cannot access the portal benefits without a verified login. Obtain a login with the two steps below.

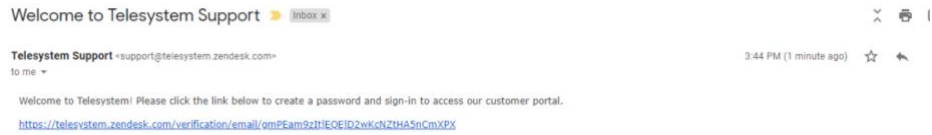
Step 1: Create the account

Option 1: Call the support team at 888-808-6111 or simply submit a ticket at <https://telesystem.zendesk.com/> without logging in. The support team can create a login as the ticket is processed.

Option 2: From the login screen, click **Sign In** at <https://telesystem.zendesk.com/> then choose **Sign Up** to create a new account

Step 2: Verify the account and assign a password

Upon creation of the account, you must verify your email address and create a password. You will receive a welcome email from Telesystem support like the following:



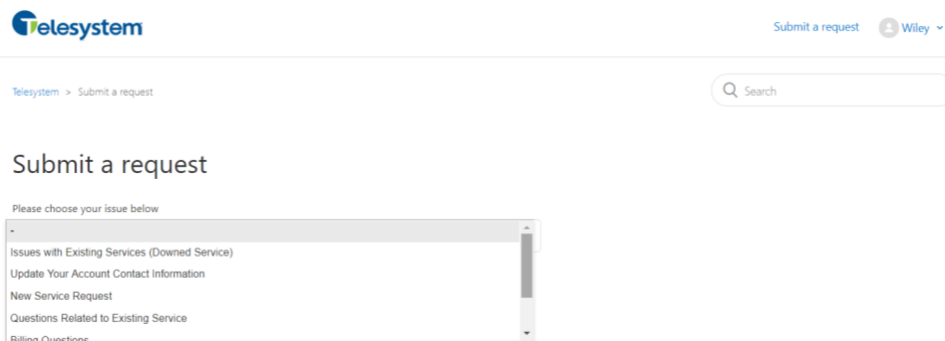
Click the link to verify your email and assign the password.

Submit New Service Requests

Use the portal to easily submit new service requests and inquiries

To submit a new service request:

- Click [Submit a Request](#) at the top of the screen
- Choose then complete one of the following request forms:
 - Issues with Existing Services
 - Update Your Account Contact Information
 - New Service Request
 - Questions Related to Existing Service
 - Billing Questions
 - Request a change to existing services



Important:

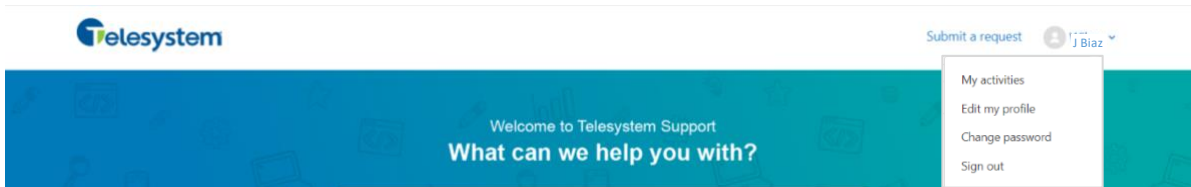
- Add all other parties' emails to be included on this ticket in the Cc: box
- Include as much information as possible to the form to expedite your request

View Service Requests

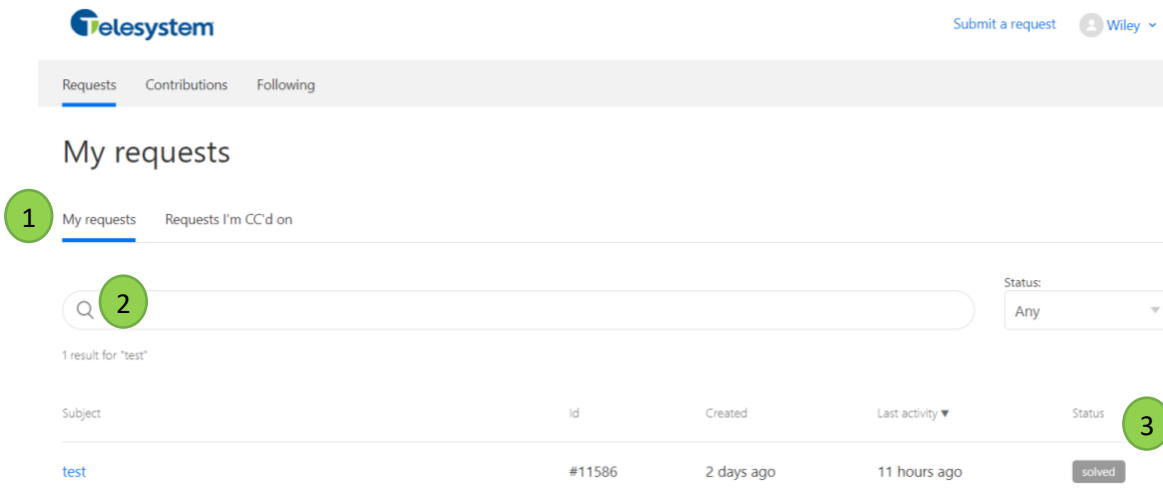
After requests are submitted, use the portal to view the status of all requests.

To view service requests:

- Click the arrow on the top by your name



- Choose *My Activities* to view all tickets




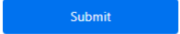
- 1 Tickets are separated into those that you are the primary contact (**My requests**) and those that you are copied on (**Requests I'm CC'd on**). Click on the relevant titles to see all tickets of that type.
- 2 Use the **search** bar to search for a ticket. Use a word found in the body of the ticket, the title, or even the number ID assigned to the ticket then click the subject to open its details.
- 3 View the **status** of your tickets at a glance or filter the results to only show a specific status type. Possible statuses of tickets include:

open	<i>The request has been received by the ticketing system. The Telesystem team is working hard on a resolution.</i>
awaiting your reply	<i>The Telesystem Team has asked for additional information from your concerning this request and is waiting to hear back from you to proceed.</i>
solved	<i>The service request has been completed.</i>

Update Service Requests

Use the portal to update and add comments to open service requests.

To update the status of service requests:

- Find the ticket then click its subject line to open its details
- Click  to add a comment
- Input the text for you update or click *Add file* to include any relevant attachments
- Click  to update the request