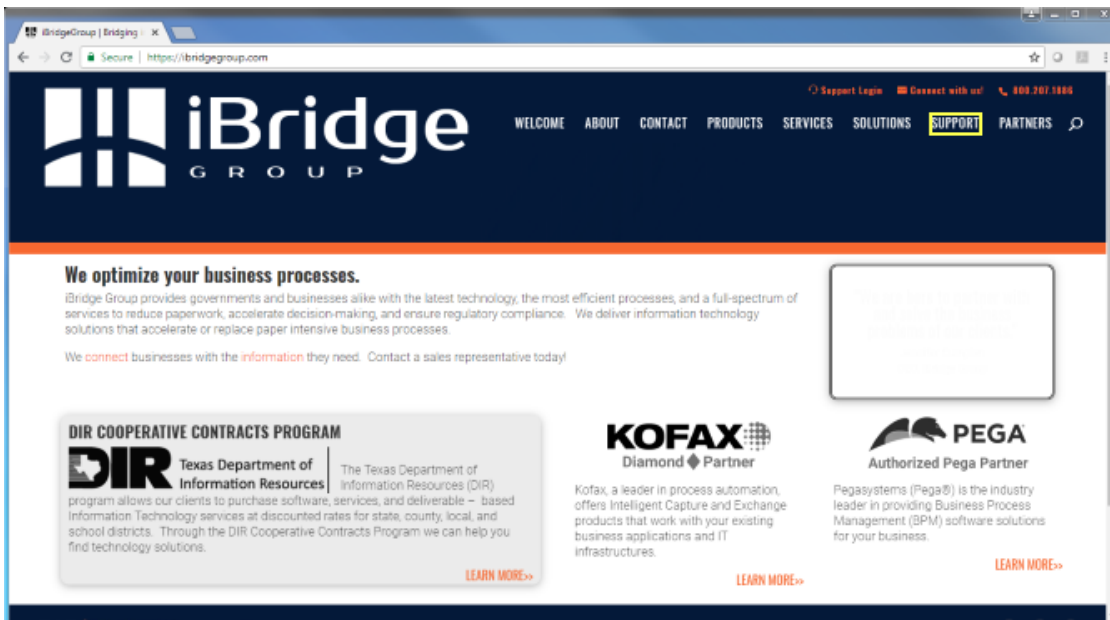


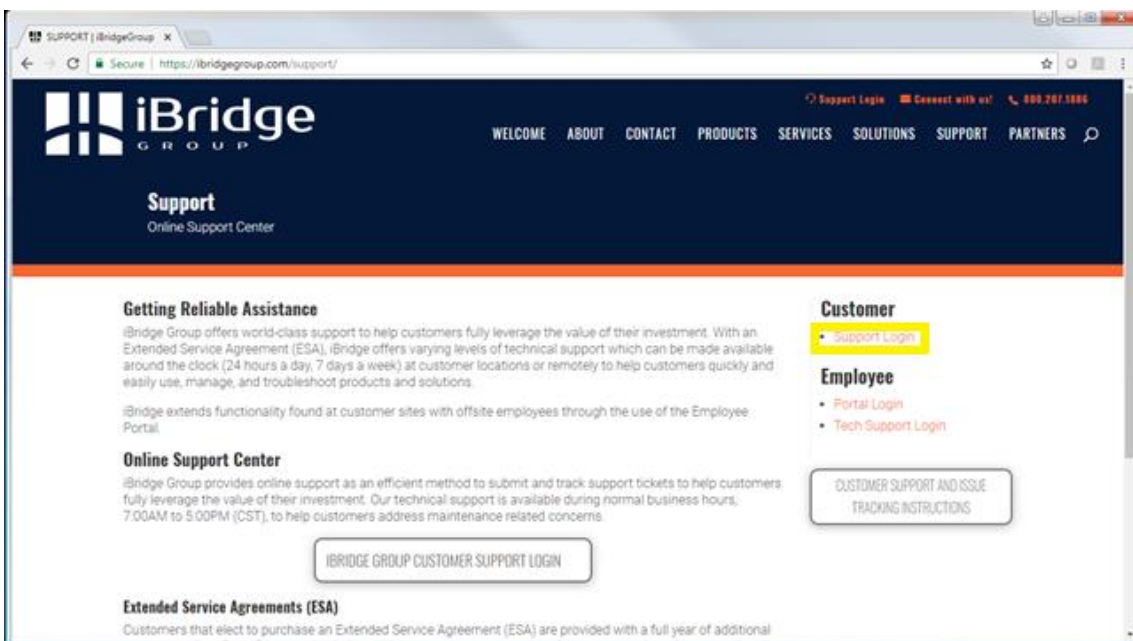
## Customer Support and Issue Tracking Instructions

### Login to the iBridge Group Customer Support and Issue Tracking System

1. Using your browser, go to the iBridge Group website ( <http://www.ibridgegroup.com> ), click on the “Support” option in the upper right hand corner.



2. Click on the “Support Login” option under the Customer heading on the right-hand side menu.



## Customer Support and Issue Tracking Instructions

### 3. Create an account

Sign in to iBridge Support

  
  
 Stay signed in

**Sign in**

Your credentials will be sent over a secure connection

Cancel

[Forgot my password](#)

**New to iBridge Support? [Sign up](#)**

Have you emailed us? [Get a password](#)

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

### 4. Put in your information:


Sign up to iBridge Support

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Your full name \*

Your email \*

I'm not a robot 

**Sign up**

Cancel

### 5. Receive confirmation:

**Sign-up complete**

Thank you for signing up, iBridge!  
A welcome email will be sent to [ibridge@bridgegroup.com](mailto:ibridge@bridgegroup.com) shortly, containing a verification link that enables you to sign in.  
**If you don't receive email from us within a couple of minutes, please check your junk/spam folder.**

close

## Customer Support and Issue Tracking Instructions

### 6. Use confirmation e-mail & create password



Regular Technical Support is available from 8am - 5pm (CST) Mon-Fri  
Toll free: [1.800.207.1886](tel:18002071886) email: [support@ibridgegroup.com](mailto:support@ibridgegroup.com)

Welcome to iBridge Group Support. Please click the link below to create a password and login.

<http://support.ibridgegroup.com/verification/email/yvXwZrUG2Uul5iSzFLtDZE1g1>

You have been sent this message because you recently opened a ticket with iBridge Group Support.

**Choose your secret password**

You'll use this password to sign in to iBridge Support.

Your name

Your password

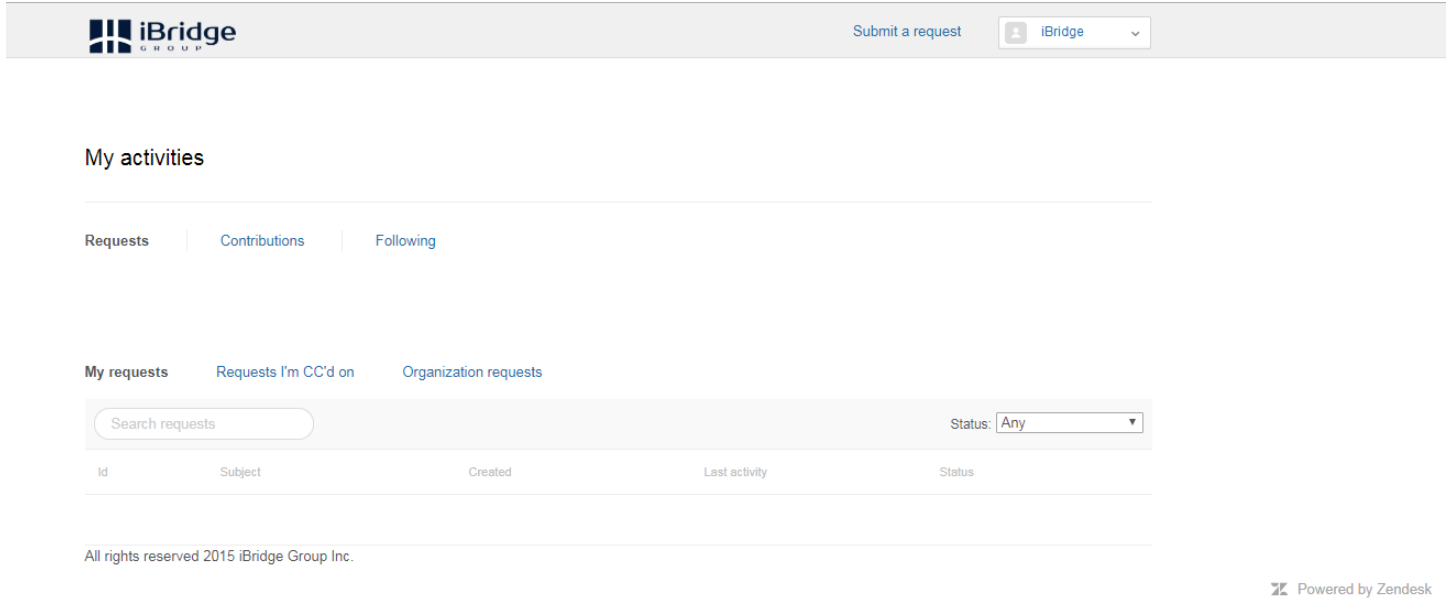
Password requirements:

- must be at least 5 characters
- must be different from username

**Set password**

### 7. When logged into the iBridge Group Customer Support and Issue Tracking System, the following screen will display.

## Customer Support and Issue Tracking Instructions



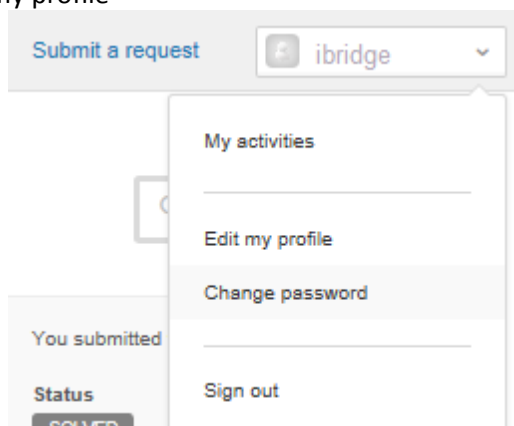
The “My activities” page shows your ‘request’ (tickets), ‘contributions’ (any content added to the help center) & ‘following’ shows the threads you are following. The request tab is the most important tab.

### Edit your profile

1. Click the drop down menu in the top right corner of the screen that shows your name.

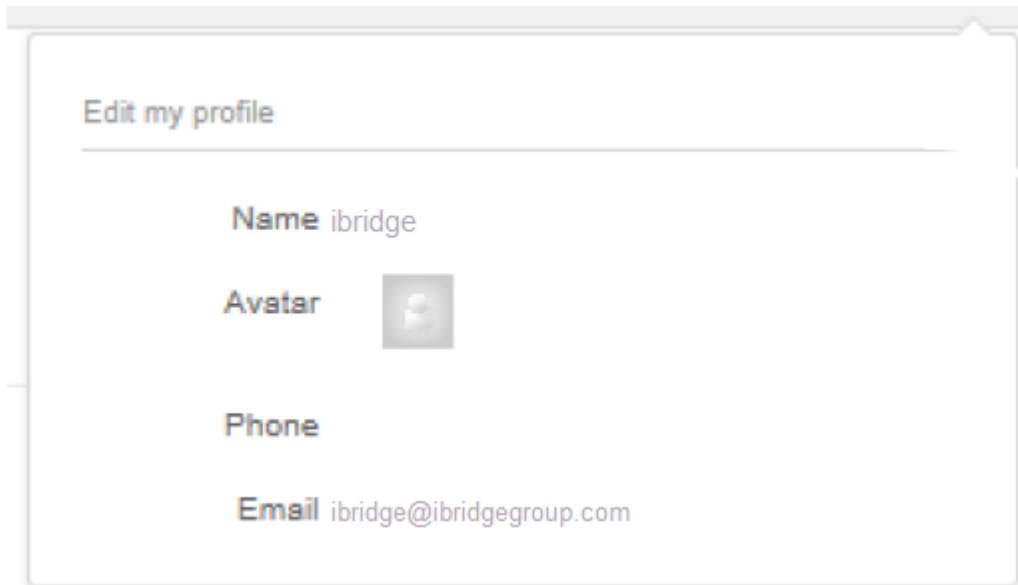


2. Select "Edit my profile"



## Customer Support and Issue Tracking Instructions

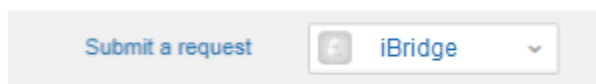
3. From here you can change your e-mail, name, and phone number. You can also upload an avatar that will display next to your name and in your tickets/e-mails



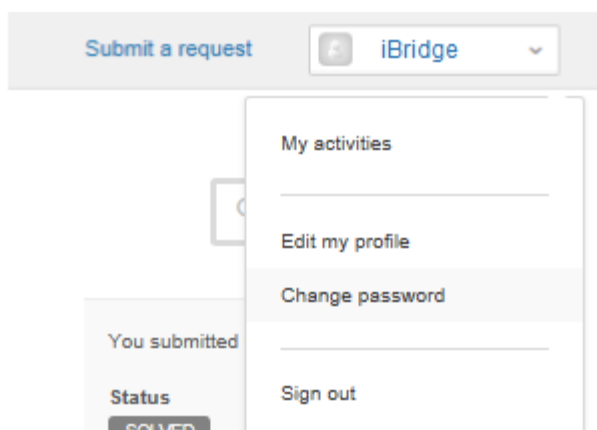
The screenshot shows a user profile editing interface. At the top, it says "Edit my profile". Below this, there are four fields: "Name" with the value "ibridge", "Avatar" with a placeholder icon, "Phone", and "Email" with the value "ibridge@ibridgegroup.com".

### Change password

1. Click the drop down menu in the top right corner of the screen that shows your name.

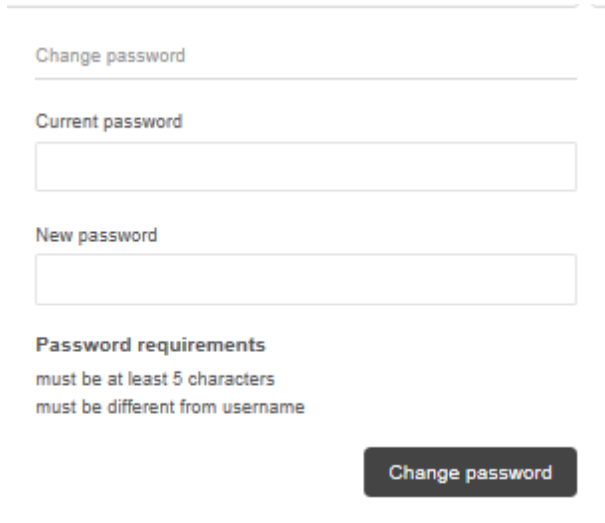


2. Select "Change password"



## Customer Support and Issue Tracking Instructions

3. Enter a new password and click “Change password”



Change password

Current password

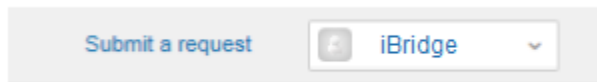
New password

**Password requirements**  
must be at least 5 characters  
must be different from username

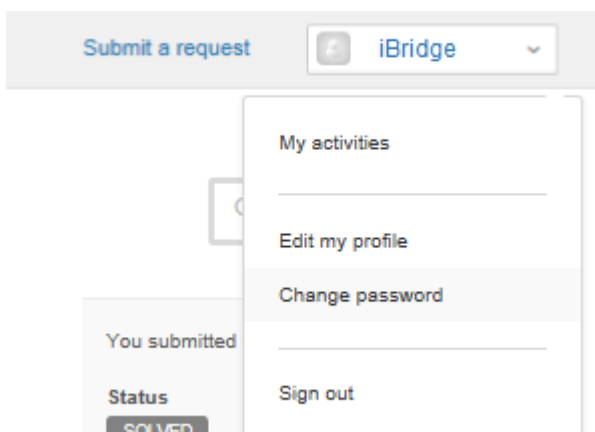
Change password

## Logout of the iBridge Group Customer Support and Issue Tracking System

1. Click the drop down menu in the top right corner of the screen that shows your name.



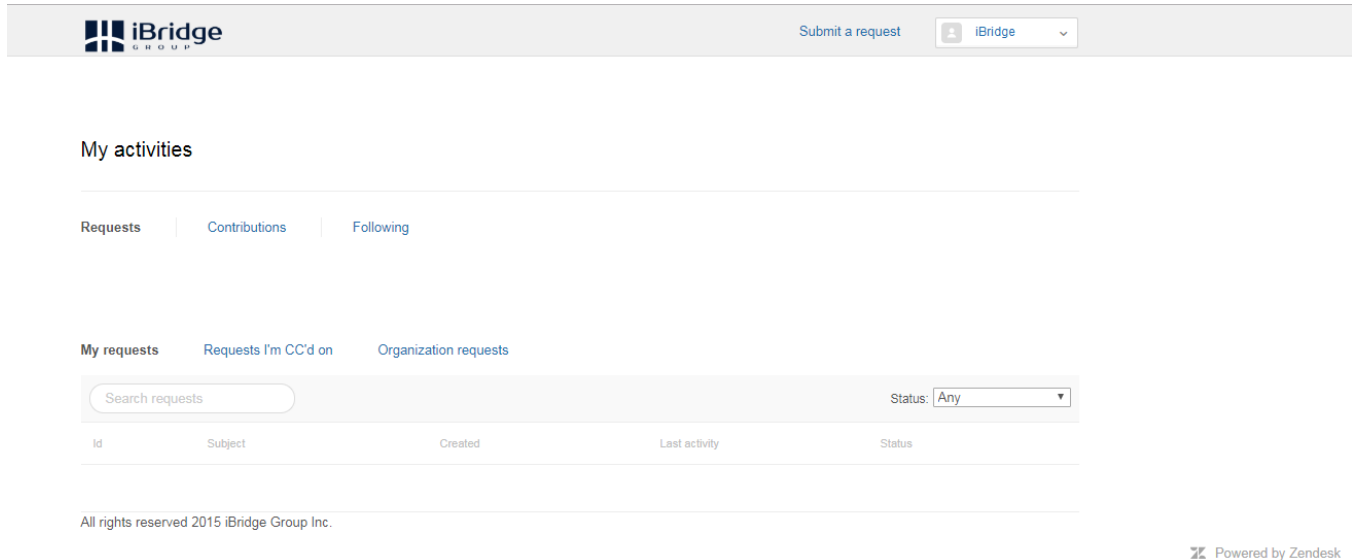
2. Select “Sign out”



## Customer Support and Issue Tracking Instructions

### Opening a New Support Ticket

1. Click on the “Submit a request” option in the upper right hand corner of the screen.



My activities

Requests | Contributions | Following

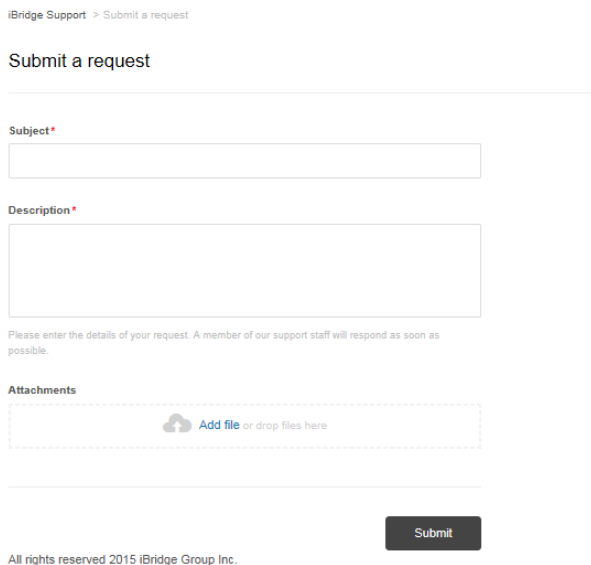
My requests | Requests I'm CC'd on | Organization requests

Search requests Status: Any

Id	Subject	Created	Last activity	Status
----	---------	---------	---------------	--------

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2. Complete the request form. The Subject and Description fields are required and attachments are optional.



iBridge Support > Submit a request

### Submit a request

Subject \*

Description \*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

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3. Click Submit and you will be returned to the “My activities” page. Your newly created ticket will be listed under your “My requests”

## Customer Support and Issue Tracking Instructions

### My activities

Requests | Contributions | Following

My requests | Requests I'm CC'd on

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
18	Documentation-test	a few seconds ago	a few seconds ago	<a href="#">OPEN</a>

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4. You will receive an e-mail confirmation for your Request. You can reply to the e-mail to add additional comments to the ticket

##- Please type your reply above this line -##



Technical Support is available from 8am - 5pm (CST) Mon-Fri  
Toll free: [1.800.207.1886](tel:18002071886) email: [support@ibridgegroup.com](mailto:support@ibridgegroup.com)

Your request (18) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.



**iBridge**

May 26, 4:36 PM

testing for documentation purposes

You have been sent this message because you recently opened a help request with iBridge Group Support.



## Customer Support and Issue Tracking Instructions

### Updating a Request/Ticket

1. To view a “Request/Ticket” navigate to (<http://support.ibridgegroup.com>). To modify a specific ticket, click on the hyperlink of the desired ticket under the “Subject” column.

My activities

Requests | Contributions | Following

My requests | Requests I'm CC'd on

Search requests Status: Any

ID	SUBJECT	CREATED	LAST ACTIVITY	STATUS
18	Documentation-test	a few seconds ago	a few seconds ago	<a href="#">OPEN</a>


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2. From the specific “Request/Ticket” page, you can add a reply in the comment window or attach files as needed. You can also view the Status and Priority of the ticket. The “Add Reply” box **will not be visible until you click within the text box.**

iBridge Support > My activities


Request #18


Documentation-test

 **iBridge** Today at 16:38

testing for documentation purposes

---

 |

 Add file or drop files here

Please consider this request solved [Add reply](#)

You submitted this request

**Status**  
[OPEN](#)

**Priority**  
-

**Assigned to**  
ibridge Support

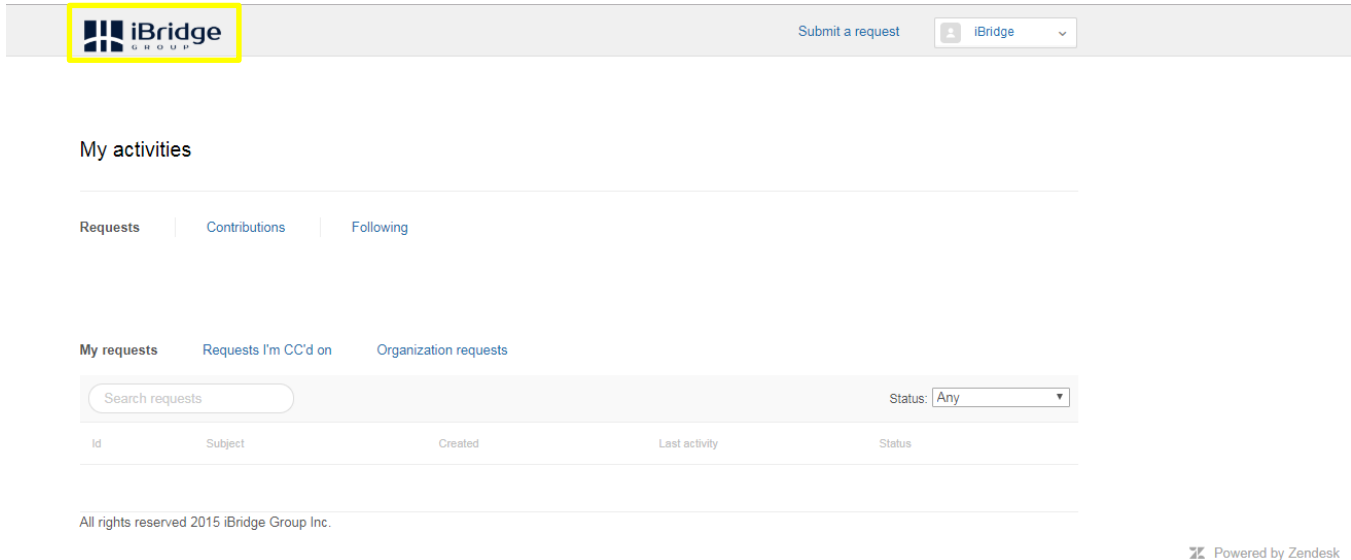
[Submit a request](#)

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3. A bar at the top of the screen will show that you have successfully made a comment.

## Customer Support and Issue Tracking Instructions

4. To go back to “My Activities” just click on the iBridgeGroup logo at the top left of the screen.



The screenshot shows the top navigation bar of the iBridge Group portal. The iBridge Group logo is highlighted with a yellow box. To the right of the logo are the links "Submit a request" and a user profile dropdown menu labeled "iBridge".

Below the navigation bar, the "My activities" section is visible. It contains three tabs: "Requests", "Contributions", and "Following".

Under the "Requests" tab, there are three sub-sections: "My requests", "Requests I'm CC'd on", and "Organization requests".

The "My requests" sub-section features a search bar labeled "Search requests" and a "Status" dropdown menu currently set to "Any".

Below the search bar is a table with the following headers: "Id", "Subject", "Created", "Last activity", and "Status".

At the bottom left of the page, the text "All rights reserved 2015 iBridge Group Inc." is displayed. At the bottom right, the text "Powered by Zendesk" is shown with the Zendesk logo.