

Raise and track your support tickets



Welcome to Tungsten Network. This video was designed to provide step by step instructions to create a support ticket, track the status of previously created support tickets, locate how to videos as well as the general phone number for the Tungsten Network helpdesk.

To begin, please visit www.tungstennetwork.com/support

The Tungsten Network "Help & Support" page is primarily for new customers. If you are an existing customer reporting or following up on a previously reported issue, please click "Portal login" at the top of the page to access your account with Tungsten Network.

EST A DEMO CONTACT US SU	UPPORT	REGISTER	PORTAL	. LOGII				
TUNGSTEN NETWORK Trusted cannections. Streamlined transactions.	ABOUT	SOLUTIONS FOR BUYERS SOLUTIONS FOR SUPPLIERS RESOURCES EVENTS	۹	A				
SUPPORT		Support						
Service Overview		Welcome to the Tungsten Network Support request center.						
FAQ								
Tutorials		New customers If you need help registering, please call one of our local phone numbers.						
		Existing customers						
		Please login to raise a support ticket. This is the fastest way for your inquiry to be managed.						
		If you need help with this, simply refer to the guide on how to raise a support ticket for further details. This is available in the Watch Videos section, located under the Help & Support tab on the portal.						
		If you are a Tungsten Workflow automation customer, please login to our support system here.						
		Having trouble logging in?						
		Please use the links below to recover your username or password:						
		I have forgotten my usernameI have forgotten my password						

Enter your email address and password. If you have forgotten your password or registered email account, help is available online. Click "Forgot your password" to receive an email link that will allow you to reset your password. Click "Forgot your details" to submit a support request for assistance with your email address or other login problems such as forgotten memorable word.

After you have entered your email address and password, click "Login".



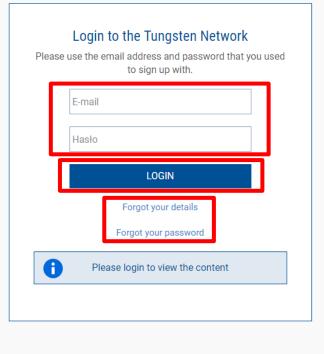
The smarter way to get paid.

Improve your cash flow with Tungsten Network e-invoicing.

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Not part of the Tungsten Network? Discover how our range of e-invoicing services can help you at www.tungsten-network.com.





Create

Create and submit invoices quickly and easily.

Deliver

 \bigtriangledown Rely on guaranteed compliance and delivery.

Track

View the status of your invoices on demand.

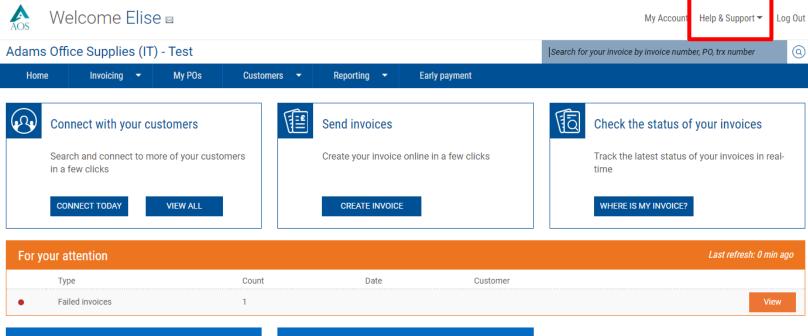
Get paid

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Enjoy the benefits of predictable payments. **a**

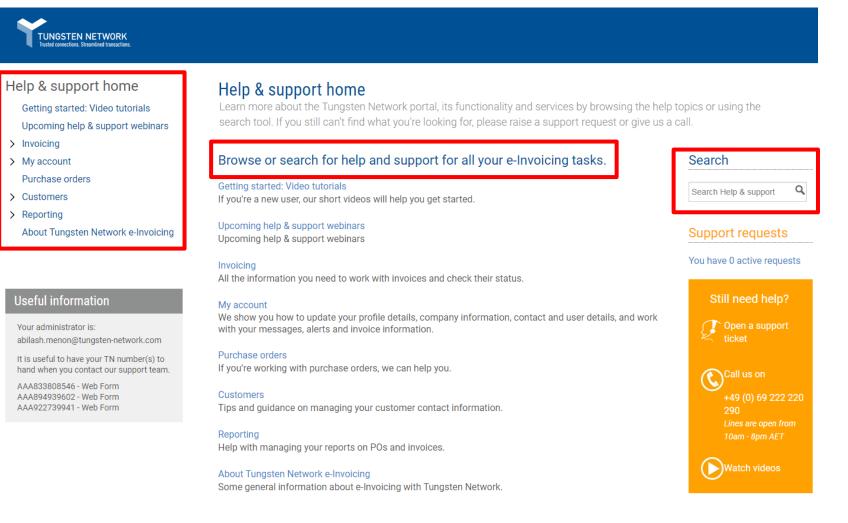
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Receiving help & support is a simple process via Tungsten Network. You can access our "Help & Support" page directly from the home screen. To begin, click the "Help & Support" link located at the top of the page.



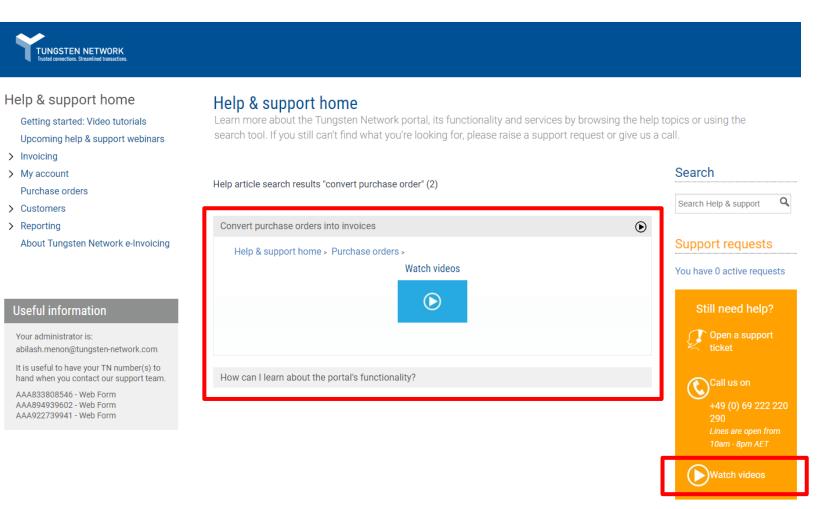
Failed invoices View		View all	Saved invoices		View all	
Number	Supplier	Buyer		Number	Buyer	Amount
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account		shuchitestPolandInv	AAA168149359	11.90

Prior to creating a support ticket or contacting the Tungsten Network helpdesk, please browse our "Help & Support" page. We have a variety of articles and how to videos to assist with your questions, concerns or technical issues. If you still need assistance after reviewing the "Help & Support" page, please enter your query in the search box to view our full list of related support articles.

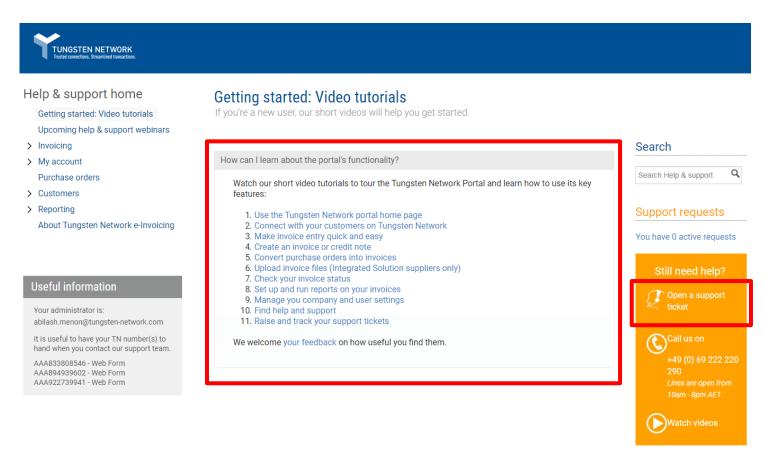


Our support articles are extremely helpful when searching for more information related to Tungsten Network services and/or the functionality of the Tungsten Network portal. Once the search has been completed, please expand the section to review the results of your query.

If you still need assistance after reviewing the Help & Support articles, please click "Watch videos" to view the full list of how to video tutorials.



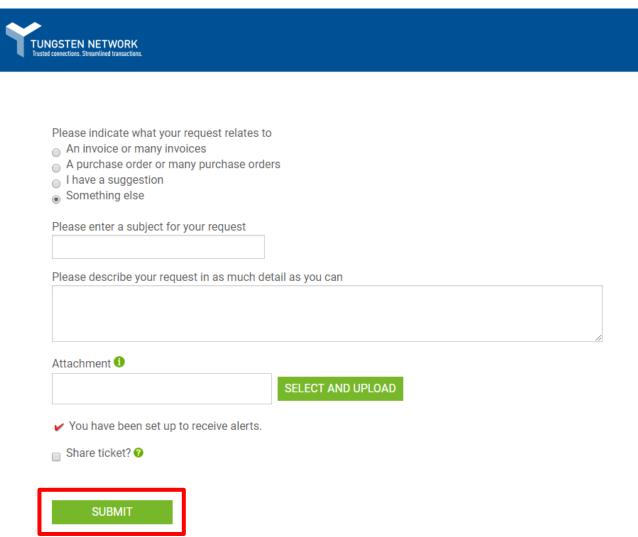
The "Watch videos" link will help you gain a better understanding of the Tungsten Network portal and its functionality. If you still need assistance after reviewing the Help & Support how to videos, please click "Open a support ticket" to raise your question or concern with the Tungsten Network's helpdesk.



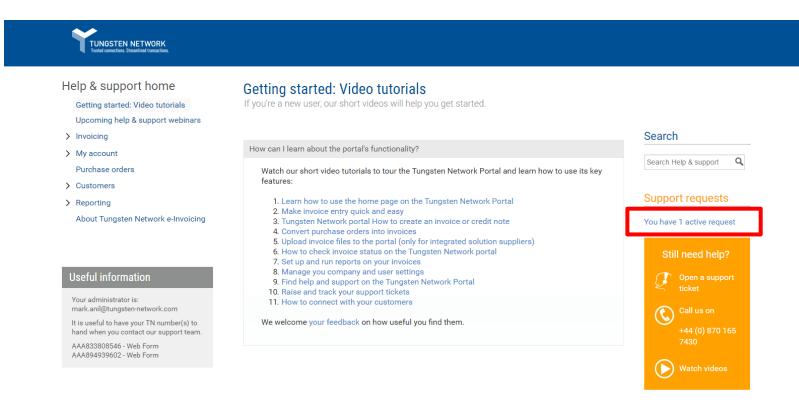
Most frequently asked questions

How can I learn about the portal's functionality?

When creating a support ticket, please ensure to provide insight in regards to the request. Tungsten also accepts attachments should you have a picture of an error message you are receiving. After all details have been entered, click "Submit" to send your support request.



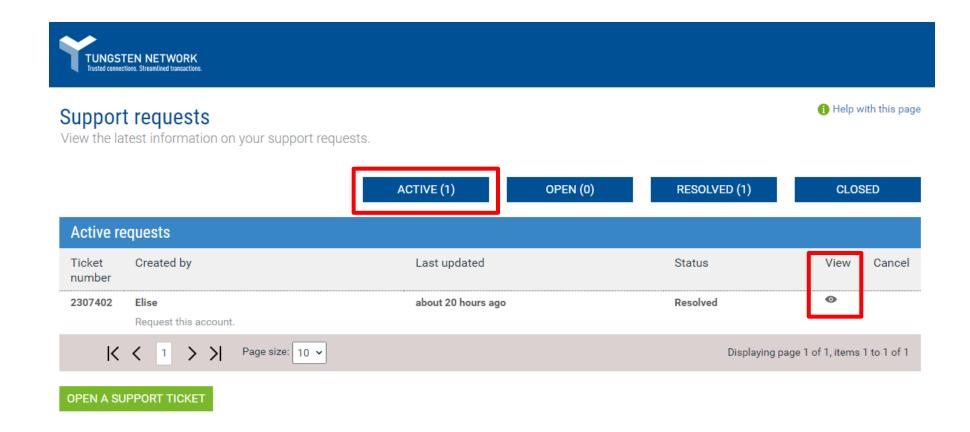
Once your ticket has been created, a member of the Tungsten Network helpdesk will action the request within 1-2 business days. If the request is urgent, please provide your support ticket number when calling the Tungsten Network helpdesk. Once your request has been addressed by a member of the Tungsten Network helpdesk, you will receive an email confirming your request has been addressed. After reviewing the email, please log into your Tungsten Network account and visit the "Help & Support" page. Click "You have x number of active requests" to view or respond to open, resolved and closed support tickets.



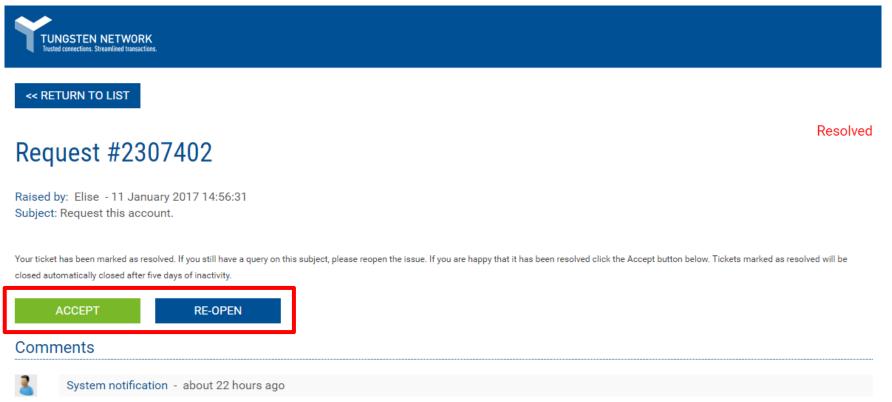
Most frequently asked questions

How can I learn about the portal's functionality?

Click "Active" to view all open or resolved requests. Once you have selected the status category, please click "View" to see support ticket details.



After reviewing the correspondence between you and the Tungsten Network's helpdesk, click "Accept" to confirm you are satisfied with the response provided. If you have additional questions or concerns in relation to the initial subject for the support request, click "Re-open". The ticket will be moved back to the open status and you will be contacted within 4 hours by a member of the Tungsten Network's helpdesk.



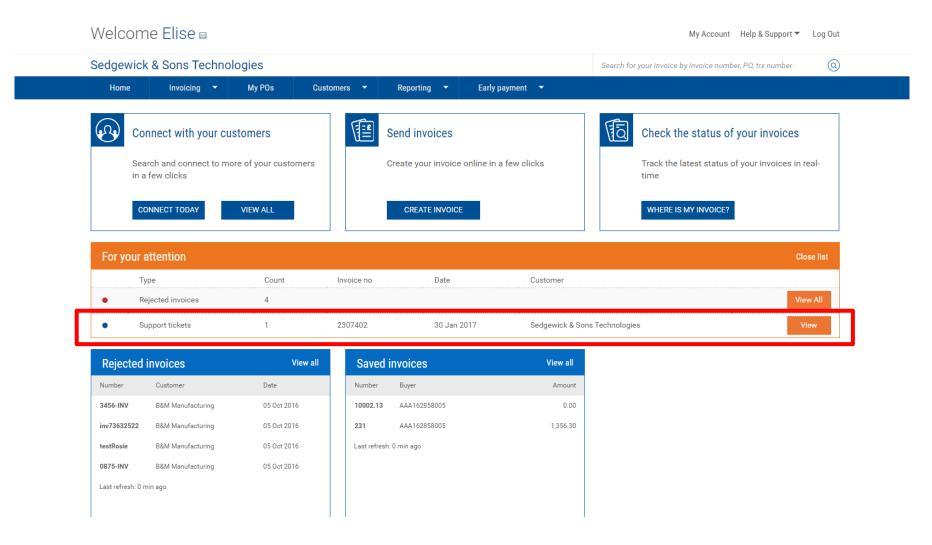
This is a notification regarding the recently resolved ticket. This ticket has been inactive for 12 days. If the resolution provided is satisfactory, kindly close the ticket or if the resolution provided is unsatisfactory, please update the ticket. If there isn't an update by your end to the ticket, it will be closed automatically after 5 days of inactivity

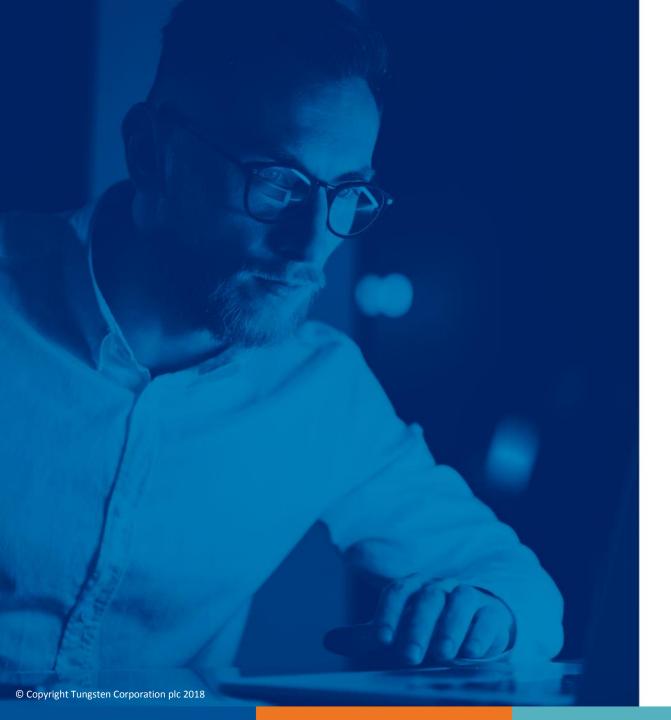
If the matter is urgent, please call the Tungsten Network helpdesk. The support phone number shown will direct you to the support center closest to your physical location. To update your company's location, please visit "My Account" page from the Tungsten Network home page. When calling the Tungsten Network helpdesk, please provide your support ticket number or TN number.

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Help & support home Getting started: Video tutorials Upcoming help & support webinars > Invoicing	Help & support home Learn more about the Tungsten Network portal, its functionality and services by browsing the help topics or using the search tool. If you still can't find what you're looking for, please raise a support request or give us a call.					
> My account	Browse or search for help and support for all your e-Invoicing tasks.	Search				
Purchase orders Customers	Getting started: Video tutorials If you're a new user, our short videos will help you get started.	Search Help & support Q				
 Reporting About Tungsten Network e-Invoicing 	Upcoming help & support webinars Upcoming help & support webinars	Support requests				
	Invoicing All the information you need to work with invoices and check their status.	You have 0 active requests				
Useful information Your administrator is: abilash.menon@tungsten-network.com	My account We show you how to update your profile details, company information, contact and user details, and work with your messages, alerts and invoice information.	Still need help?				
It is useful to have your TN number(s) to hand when you contact our support team.	Purchase orders If you're working with purchase orders, we can help you.	Call us on				
AAA833808546 - Web Form AAA894939602 - Web Form AAA922739941 - Web Form	Customers Tips and guidance on managing your customer contact information.	+49 (0) 69 222 220 290				
	Reporting Help with managing your reports on POs and invoices.	Lines are open from 10am - 8pm AET				
	About Tungsten Network e-Invoicing Some general information about e-Invoicing with Tungsten Network.	Watch videos				

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As you can see, Tungsten's Help & Support pages are very helpful. You can also create or respond to resolved support tickets from the home page by simply clicking "View" support tickets in the "For your attention" section.





For more information, and to view more videos, please visit the Help & Support section