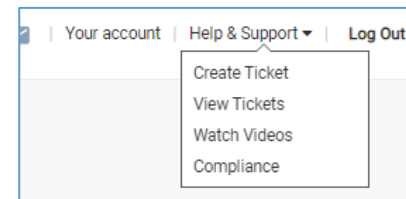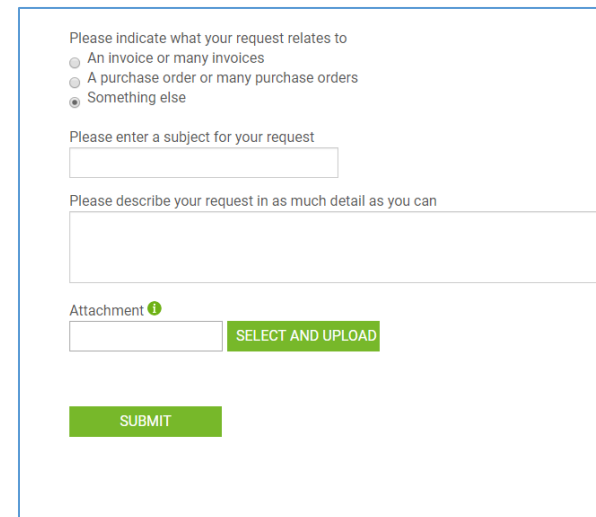## HOW TO RAISE AND TRACK YOUR TICKETS WITH TUNGSTEN NETWORK SUPPORT

1. Log on to the Tungsten Network Portal at www/tungsten-network.com/login
2. Once you have logged in click on Help and Support on the top right hand side of the page and then click on Create Ticket

3. Please enter your query, including as many details as possible Click Submit. You will now be given a ticket reference number

You can follow responses and the progress of your tickets via the e-mail notifications or by viewing your requests in the Help area. This can be accessed by Clicking 'Help' on the top right had side of the main portal screen, followed by View Tickets. Here you will see a list of all your support tickets. Click the View Item to see a specific ticket and to respond

Once support believe your query has been resolved support will mark your case as Resolved.

If you believe, it is not resolve you can Re-Open your ticket to continue the discussion until you are satisfied your query has been answered.

If you are happy with the answer received you may click Accept.