



## What you need to know about the Tungsten support process.

Tungsten Network offers Phone and Support Ticket assistance.

As a valued member of the Tungsten network, you have access to our global support personnel at all times. Should you have a question about your account, we will be ready with a prompt response.

To check the status of an open ticket, [click here](#).

or

Dial our support line, which can be located by clicking [here](#).

Additional Help Topics beyond training videos are located [here](#).

## Getting started: Video tutorials

If you're a new user, we have everything you need to get started as quickly as possible.

### [LifeScan Microsite](#)

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### **How can I learn about the portal's functionality?**

Watch our short video tutorials to tour the Tungsten Portal and learn how to use its key features:

1. [Learn how to use the home page on the Tungsten Portal](#)
2. [How to Register Information](#)
3. [Convert purchase orders into invoices](#)
4. [Create credit notes on the Tungsten Portal](#)
5. [View the status of your invoices on the Tungsten Portal](#)
6. [Set up and run reports on your invoices\\*](#)
7. [Manage your company and user settings\\*](#)
8. [Find help and support on the Tungsten Portal](#)
9. [Raise and track your support tickets](#)
10. [Reactivate a failed invoice / credit note.](#)

## How does the ticketing process work?

Opening a ticket is the key to your Tungsten support experience. Each ticket is given a unique number for tracking and documentation for you, your buyer, and Tungsten. The ticket will be handled within the terms of the Service Level Agreement by our customer service agents.

Tickets can be opened for any issue with your Tungsten account; whether you forgot your login credentials, have experienced an invoice specific issue, or add a buyer to your account. **Additional LifeScan account information is accessible [here](#).**

**Tickets numbers are required to escalate a topic to your Buyer.**