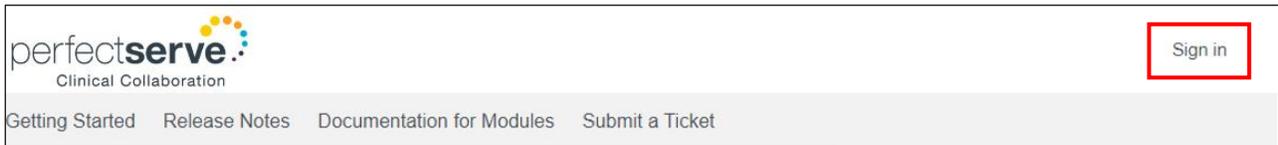# Utilizing the Customer Portal
Logging In

1. Go to **support.telmediq.com** and click **Sign in**.

2. On the login screen, two options are available when logging in for the first time.

   Option 1 – Have you e-mailed PerfectServe Clinical Collaboration Support before? If yes, you may already have an account in our system and need to select **Get a password**.

   Option 2 – If you are a new PerfectServe Clinical Collaboration customer, or have never contacted our Support team, select **Sign up**.

Logging In

3. Depending on the selected option, follow the instructions provided on the screen.

Self-Service

- Prior to contacting our Support team, we recommend searching our knowledge base for answers to your questions. We have information on how to utilize PerfectServe Clinical Collaboration based on the type of user you are, video training tutorials, and more.
- To search our knowledge base, use the search bar at the top of the page.
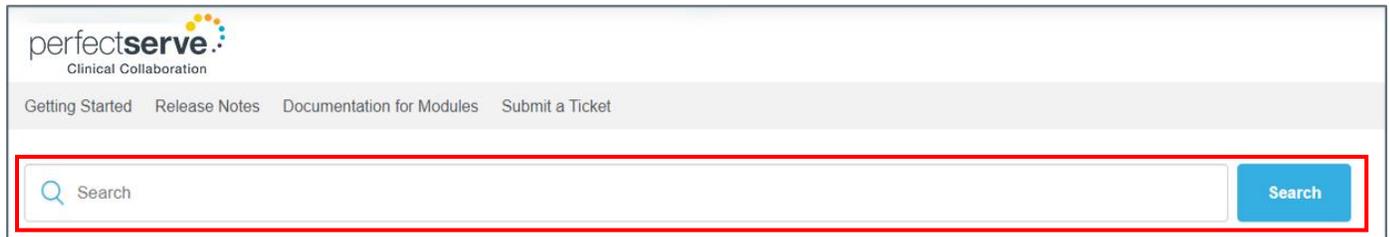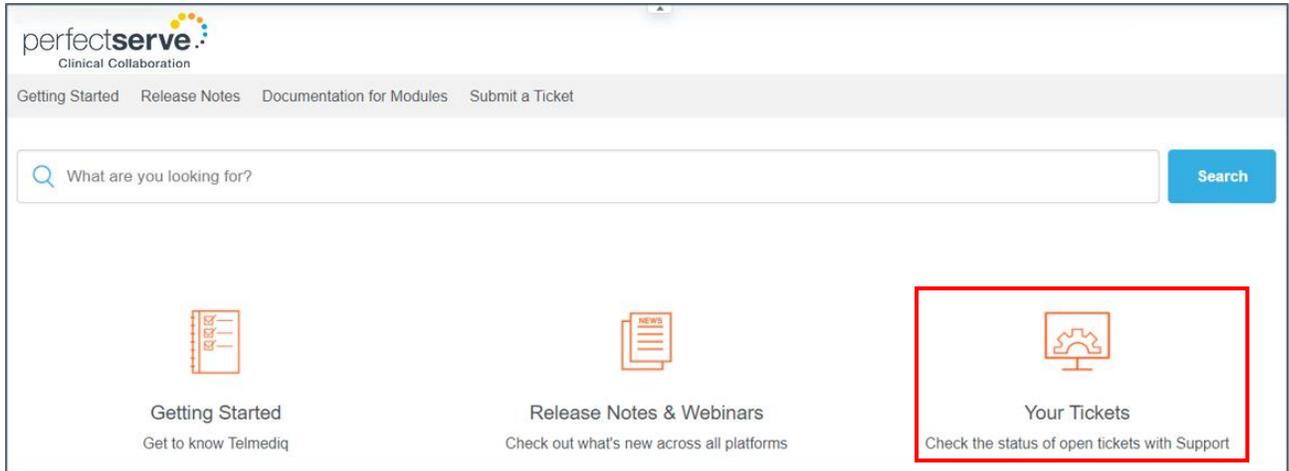

Submitting A Ticket

1. To submit a ticket, click **Submit a Ticket** in the horizontal bar.
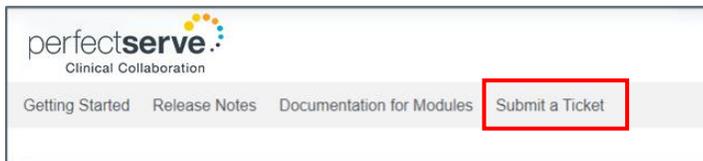
2. Choose your request type and complete all necessary details.
   - You can add attachments here such as error screenshots and call schedules.

Managing Tickets

- To review your tickets, click **Your Tickets** on the homepage.

  - Locate requests that you have submitted under **My requests**.
  - You can review tickets that you have been CC'd on under **Requests I'm CC'd on**.
  - If applicable, you may also view tickets submitted within your organization under **Organization requests**.
- Under any of the request tabs, you may sort by **Open**, **Solved**, **Awaiting Your Reply**, and **Any**.
- In the **Search requests** bar, you can search for tickets by keywords, request type, or ticket number.
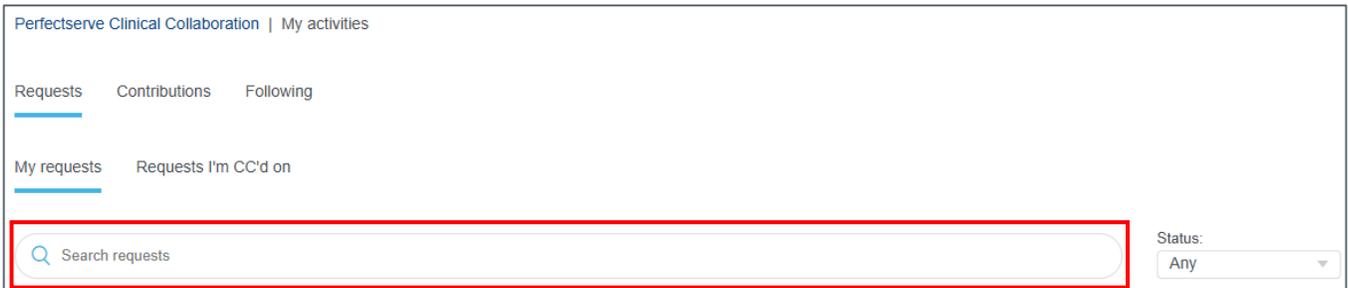
Managing Content

- You can provide comments and feedback on any article available in the customer portal. Track responses to your comments under **My Activities > Contributions**.
- For articles that are helpful and for quick reference, click the **Follow** button. Quickly reference all documents that you are following under **My Activities > Following**.