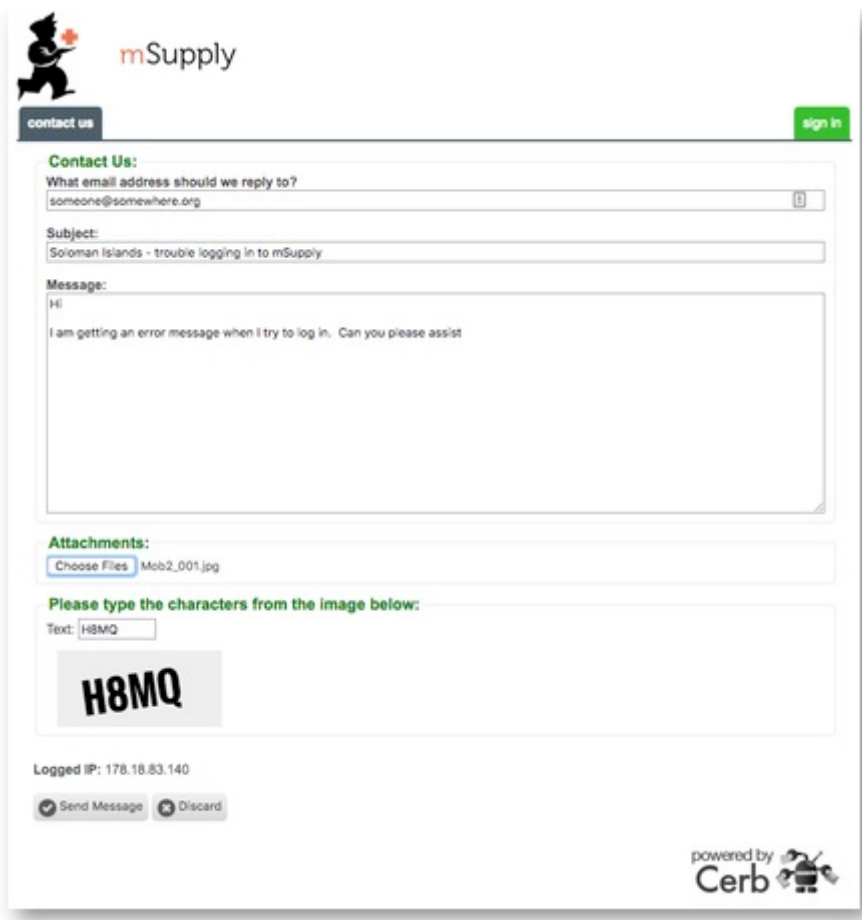


23.01. The mSupply support portal

We all like it when things run smoothly but every so often things go wrong. The mSupply Support Portal is where you go to get technical support for mSupply.

Log a one-off Support Ticket

To log a support ticket with our support team, go to <https://support.msupply.org.nz/> and enter the details of the issue and click the “send message” button.



The screenshot shows the mSupply support portal contact form. At the top left is the mSupply logo with a small icon of a person running. Below the logo is a 'contact us' button. At the top right is a green 'sign in' button. The form has several sections: 'Contact Us:' with a text input for 'What email address should we reply to?' (containing 'someone@somewhere.org'), a 'Subject:' input (containing 'Solomon Islands - trouble logging in to mSupply'), and a 'Message:' text area (containing 'Hi I am getting an error message when I try to log in. Can you please assist'). Below the message is an 'Attachments:' section with a 'Choose Files' button and a file named 'Mob2_001.jpg'. There is a CAPTCHA section with the text 'Please type the characters from the image below:' and a text input containing 'H8MQ'. Below the CAPTCHA is a small image of the text 'H8MQ'. At the bottom left, it says 'Logged IP: 178.18.83.140' and has 'Send Message' and 'Discard' buttons. At the bottom right, it says 'powered by Cerb' with a small robot icon.

Register

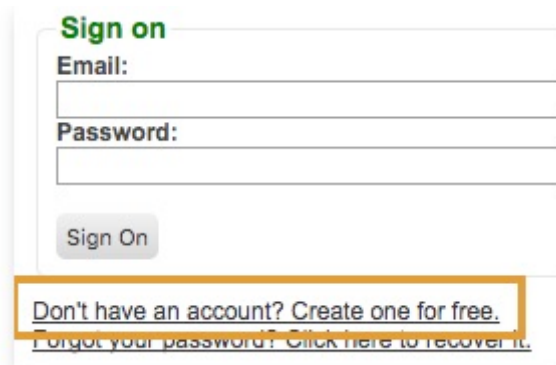
If you are a regular support user, it makes sense for you to register with us so you can keep track of your support tickets.

To register, click the green sign in button on the right



A green rectangular button with the text 'sign in' in white.

then click on the link “Don't have an account? Create one for free.”.



Sign on

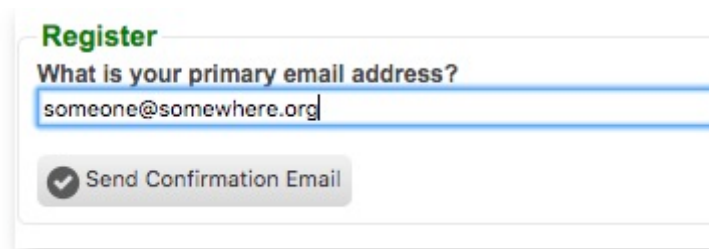
Email:

Password:

[Don't have an account? Create one for free.](#)

[Forgot your password? Click here to recover it.](#)

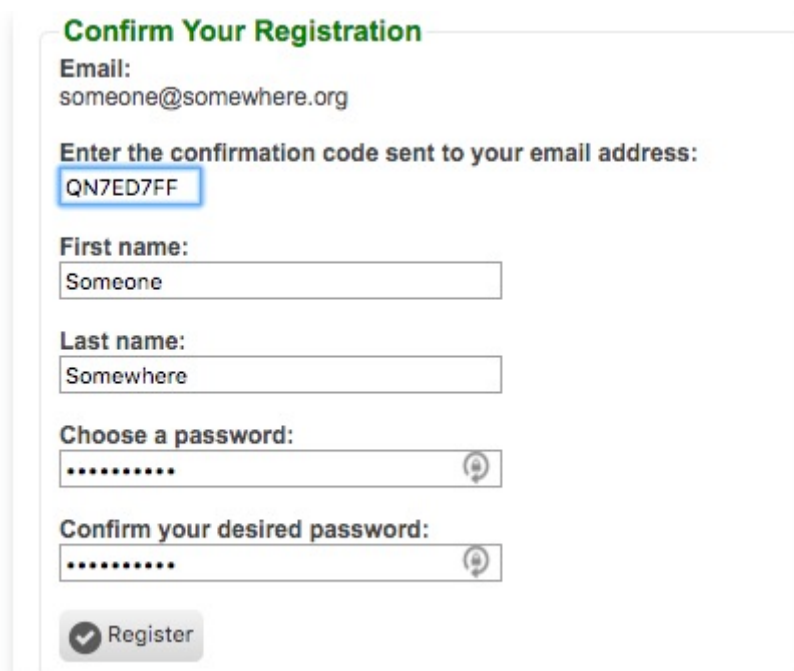
Enter your email address and click the “Send Confirmation Email” button.



Register

What is your primary email address?

This will send an email with a code to your selected email address. Enter this code and your name and password into the next screen and click the “Register” button.



Confirm Your Registration

Email:
someone@somewhere.org

Enter the confirmation code sent to your email address:


First name:

Last name:

Choose a password:

Confirm your desired password:

Once registered and signed in, you will be able to lodge support tickets, access ticket history and administer your account. Under my account, you can also use the “Sharing/Collaboration” link to the left of the window to share tickets with others in your organisation.



mSupply

contact us ticket history my account

Contact Us:

What email address should we reply to?

Subject:

Message:

From:

<https://docs.msupply.org.nz/> - mSupply documentation wiki

Permanent link:

https://docs.msupply.org.nz/help:support_portal?rev=1569017330

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