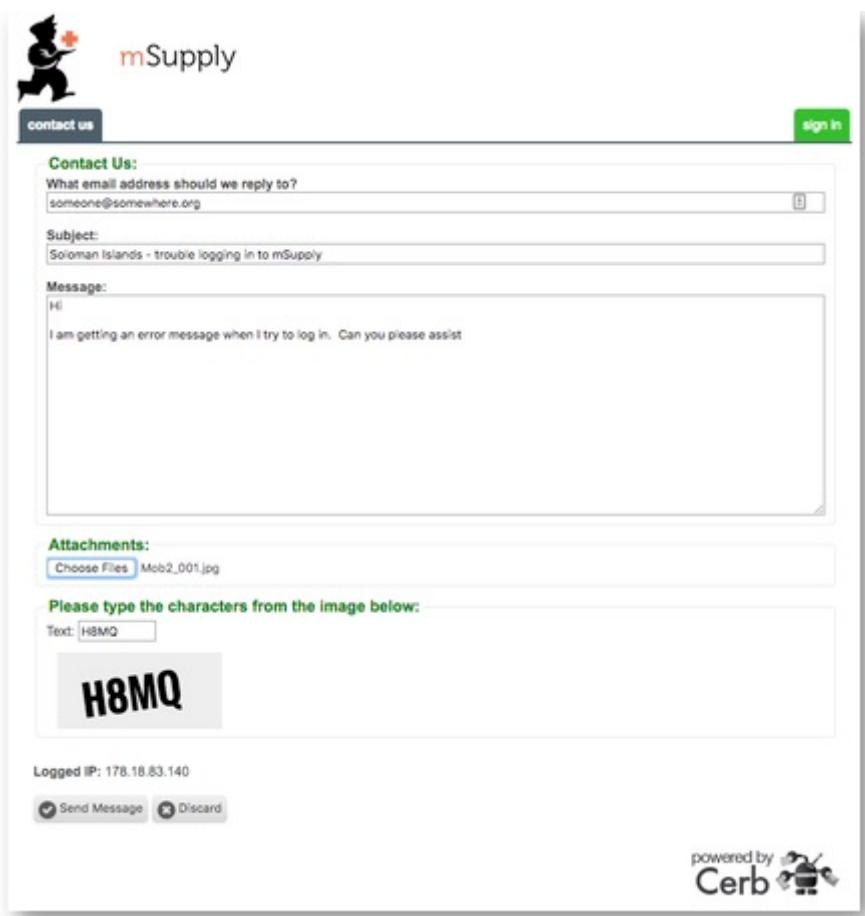


23.02. mSupply Support Portal

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 'Contact Us' page of the mSupply Support Portal. At the top, there is a logo of a person with a red cross on their chest, followed by the text 'mSupply'. Below this, there is a 'contact us' button and a 'sign in' button. The main form area has the following fields:

- Contact Us:**
 - What email address should we reply to? (Input: someone@somewhere.org)
 - Subject: (Input: Solomon Islands - trouble logging in to mSupply)
 - Message:
Hi
I am getting an error message when I try to log in. Can you please assist
- Attachments:**
 - Choose Files (Input: Mob2_001.jpg)
- Please type the characters from the image below:**
 - Text: H8MQ
 - Image: A CAPTCHA image showing the text 'H8MQ'.

At the bottom of the form, there is a note about the logged IP address: 'Logged IP: 178.18.83.140'. Below the form are two buttons: 'Send Message' and 'Discard'. In the bottom right corner, there is a 'powered by' logo for '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



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:

Enter the confirmation code sent to your email address:

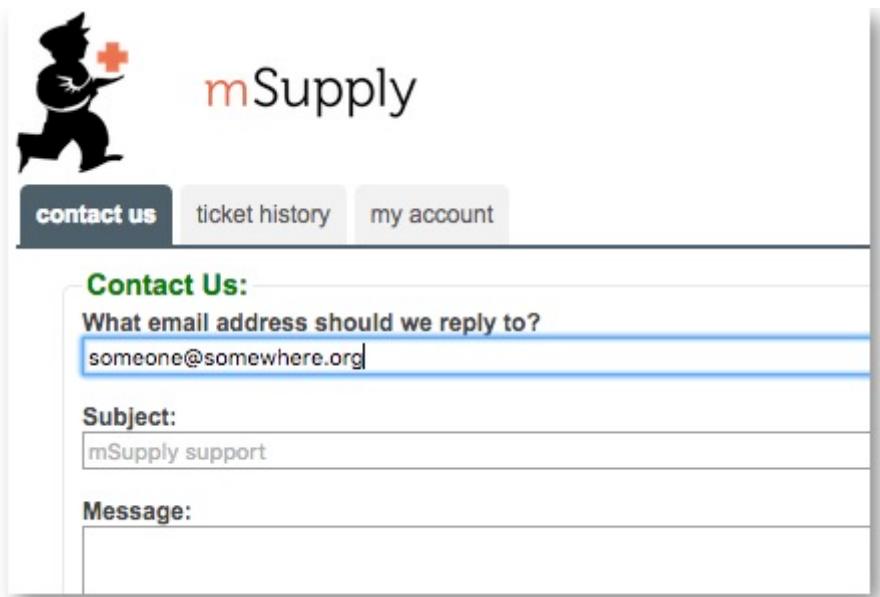
First name:

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.



The screenshot shows the mSupply Support Web Portal. At the top, there is a logo of a person with a cross on their chest, followed by the text "mSupply". Below the logo are three buttons: "contact us" (highlighted in dark blue), "ticket history", and "my account". The main content area is titled "Contact Us:" and contains three input fields: "What email address should we reply to?", "someone@somewhere.org"; "Subject:", "mSupply support"; and "Message:", an empty text area.

Previous: [23.01. Support and mSupply Up-to-date Program](#) | | Next: [24. Frequently Asked Questions](#)

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

Permanent link:
https://docs.msupply.org.nz/help:support_portal?rev=1572297145

Last update: **2019/10/28 21:12**

