

## 25.02. mSupply Support Web 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 Web Portal contact form. At the top left is the mSupply logo, which includes a stylized figure holding a red cross. Below the logo is a 'contact us' button. At the top right is a green 'sign in' button. The form fields are as follows:

- Contact Us:** A section header.
- What email address should we reply to?:** A text input field containing 'someone@somewhere.org'.
- Subject:** A text input field containing 'Solomon Islands - trouble logging in to mSupply'.
- Message:** A large text area containing 'Hi' and 'I am getting an error message when I try to log in. Can you please assist'.
- Attachments:** A section with a 'Choose Files' button and a file named 'Mob2\_001.jpg'.
- Please type the characters from the image below:** A CAPTCHA section with a text input field containing 'H8MQ' and a corresponding image showing the characters 'H8MQ' in a bold, black font.
- Logged IP:** A label showing '178.18.83.140'.
- Buttons:** 'Send Message' and 'Discard' buttons.
- Footer:** 'powered by Cerb' logo.

### 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.](#)

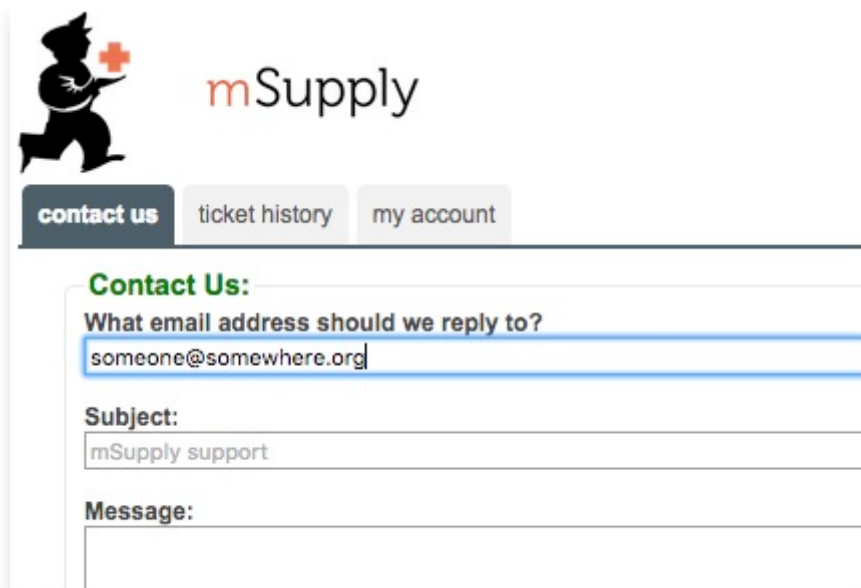
Enter your email address and click the “Send Confirmation Email” button.

**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:  
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.



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