



## 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.

### How can I learn about or register for the portal's functionality?

Watch our short video tutorials to tour the Tungsten OB10 Portal and learn how to use its key features:

1. [Learn how to use the home page on the Tungsten Network Portal](#)
2. [How to Register Information](#)
3. [Make invoice entry quick and easy](#)
4. [Create invoices or credit notes on the Tungsten Portal](#)
5. [Convert purchase orders into invoices\\*\\*](#)
6. [Upload invoice files to the portal \(only for integrated solution suppliers\)](#)
7. [View the status of your invoices on the Tungsten Portal](#)
8. [Set up and run reports on your invoices\\*](#)
9. [Manage your company and user settings\\*](#)
10. [Find help and support on the Tungsten Portal](#)
11. [Raise and track your support tickets](#)

The functionality of your portal menu is determined by your Account Administrator\* or Buyers Service offering within Tungsten Network\*\*.

## 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 want to add a new buyer to your account.

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