Crownpeak Support Portal User Guide

If you need to contact Crownpeak Support, you can do so via email, or via our Support Portal.

To access the Crownpeak Support portal, go to https://support.crownpeak.com/ and log in. If you do not have an account, simply register a new account.

In the Support portal you can:

- Create new Support tickets
- View and respond to open tickets
- View closed tickets

Create a new Support ticket

To create a new ticket for our support team, click on “Submit a Request”.

![Support Portal Image](https://example.com/support_portal_image)
Simply fill in the form, selecting the appropriate Product Line and Product. Some fields are optional, but the more information you can provide, the easier and quicker it will be for us to assist. You can also add attachments to your request.

Once you have completed the form, simply click “Submit”
Now your ticket has been created, you can see all of the details of your ticket, including the current Status.

Any response from our team, or anyone else copied in, will show here. You can also add more of your own comments/responses by clicking on “Add to conversation”. You can copy in others into your response, as well as include attachments if necessary. Once you’re ready to send your response, click “Submit”.
View all of the tickets you have access to

From https://support.crownpeak.com/, once logged in, click on “Support Portal”.

You will be taken to a page showing you all of the tickets created by you, including any open tickets. Simply click on a case to view the details and add further responses.
If you have the permissions to do so, you can also see all tickets created by other users within your organisation. Simply click on “Organization requests”.

If you have access to multiple organizations, you can use the “Organization” dropdown menu to switch between organizations.