HOW TO CREATE A TICKET IN THE SUPPORT PORTAL

1. Go to https://www.support.mercurynewmedia.com
2. Click 'Sign in'
3. Enter your
   a. Email address
   b. Password
4. Click 'Sign in'
5. Click the 'Submit a Request' button

6. Enter the applicable fields
   a. Email Address
   b. Subject
   c. Description
   d. What are you writing us about?
   e. Browser
   f. Browser Version
   g. Any applicable attachments (screen shot, document, pdf, image, etc.)
   h. Captcha
7. Click Submit
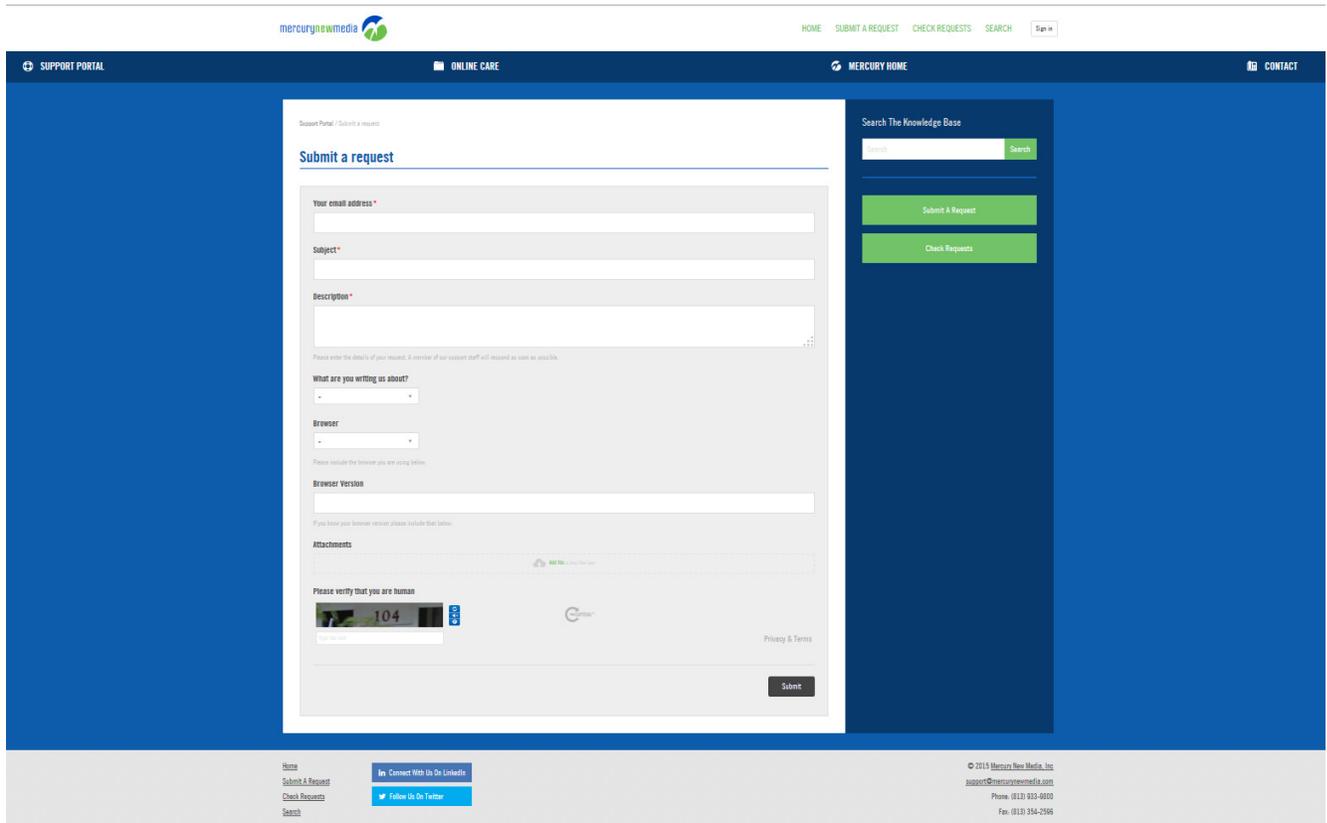
8. From here you can do the following:

   a. Enter additional comments regarding the ticket by responding to the email

   b. Sign in to the portal to add additional comments

   c. Sign in to the portal to track your item

   d. Wait for the MNM team to comment and process your request