

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

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- 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



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- 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