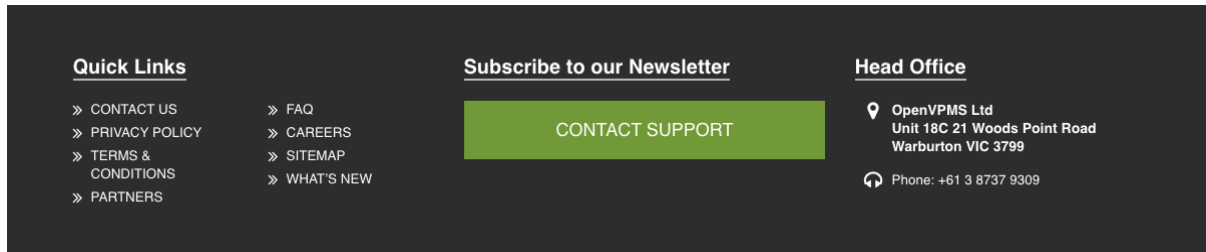


### PURPOSE

The below will assist Customers setting up their Customer Support Portal Login. Once you're set up as a user you'll be able to lodge a new ticket, view your closed tickets, preview the status of your open tickets and access the Knowledge Base.

## 1. Methods to Login

- 1.1. You can login directly to the Customer Support Portal by entering the following into your web browser : <https://support.openvpms.com/portal/en/signin>
- 1.2. Or go to <https://www.openvpms.com/> and click on the 'Customer Support' link at the bottom of our website.



## 2. Setup a User

- 2.1. Once logged into the Customer Support Portal you'll need to create a new User Account.
- 2.2. Click on '**Sign Up**' New User as per the image below.  
**NOTE:** If you already have a user account enter your email address and password and click '**Sign In**'

**OPENVPMS Customer Support Portal** Home My Area Sign In Sign Up A

Search in Help Center [Add Ticket](#)

Sign In

**Already a member?**

Sign In

Email Address

Password

Remember me [Sign In](#)

**New User? Sign Up**  
Create an account to submit tickets, read articles and engage in our community.

**Forgot Password? Reset**  
We will send a password reset link to your email address.

**Are you an Agent? Login here**  
You will be taken to the agent interface.

- 2.3.** You'll be taken to the **'Sign Up'** screen. Enter your Name, Email address and security Code, Press **'Sign Up'**.

**Sign Up**

Create an account to submit tickets, read articles and engage in our community.

Name \*

Email \*

Enter the text you see in the captcha image. \*

YQ4A7C

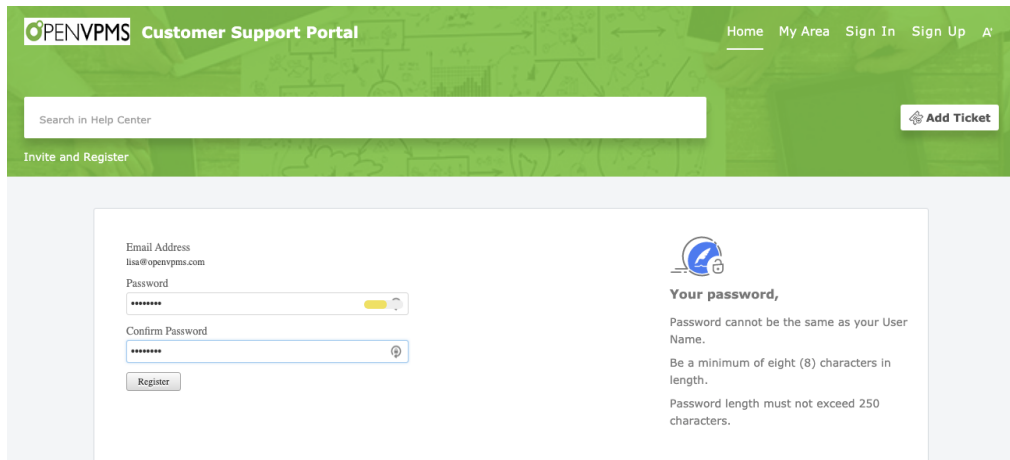
[Sign Up](#) [Discard](#)

**Already a member? Sign In**  
To submit tickets, browse through articles and participate in the community.

**Are you an Agent? Login here**  
You will be taken to the agent interface.

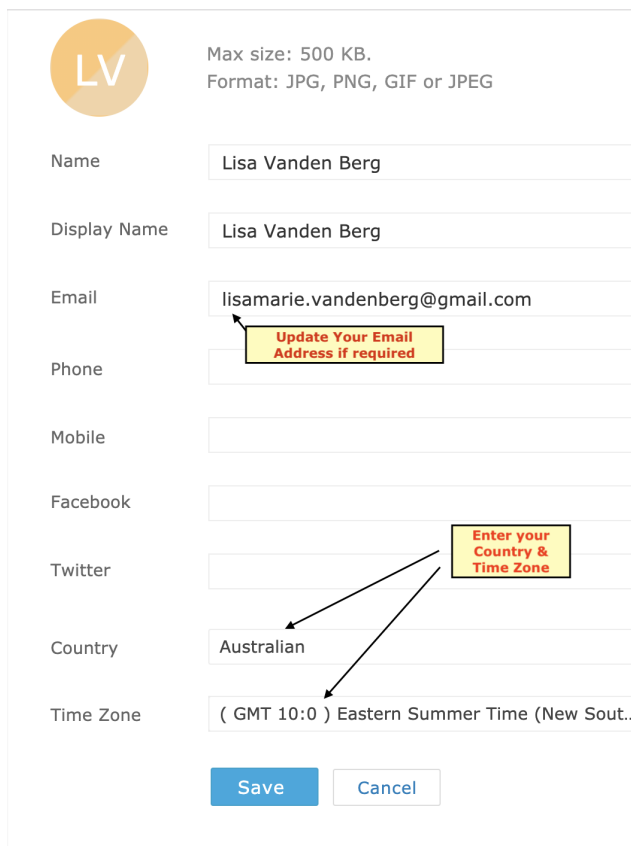
- 2.4.** You'll receive an email to the email address registered requesting that you 'Accept Invitation'. Press **'Accept Invitation'**.

2.5. Next you'll be invited to enter in a password. Press 'Register'.



The screenshot shows the OpenVPMS Customer Support Portal registration page. The header includes the logo, navigation links (Home, My Area, Sign In, Sign Up), a search bar, and an 'Add Ticket' button. The main content area features a registration form with fields for Email Address (lisa@openvpms.com), Password, and Confirm Password, along with a 'Register' button. To the right, a 'Your password' section provides instructions: 'Password cannot be the same as your User Name. Be a minimum of eight (8) characters in length. Password length must not exceed 250 characters.'

2.6. Confirm your Country & Time Zone. This logs your tickets as per your selection.



The screenshot shows the OpenVPMS profile update page. It features a profile picture placeholder with the initials 'LV' and a file upload section with a 500 KB limit. The form includes fields for Name (Lisa Vanden Berg), Display Name (Lisa Vanden Berg), Email (lisamarie.vandenberg@gmail.com), Phone, Mobile, Facebook, and Twitter. The Country field is set to 'Australian' and the Time Zone field is set to '( GMT 10:0 ) Eastern Summer Time (New Sout...'. A yellow callout box with the text 'Update Your Email Address if required' points to the email field. Another yellow callout box with the text 'Enter your Country & Time Zone' points to the Country and Time Zone fields. At the bottom, there are 'Save' and 'Cancel' buttons.

### 3. Update Details

- 3.1.** If you need to update your details ie - email address changes or the timezone/Country is incorrect, Click on '**My Area**' and press '**My Profile**' and then press '**Manage Profile**'. Make the necessary changes and press save.
- 3.2.** You'll then be able to '**Submit A ticket**' or view your '**Current Tickets**'.

My Area / Submit a Ticket

### Submit a ticket

**Ticket Information**

Priority \*

Important - (2-5 Days)

Subject \*

Company Name - i.e - OpenVPMS - Support Request

Description

**B** *I* U 12 Insert Plain text

Please enter a description of the support request and either paste here screenshots or attach relevant files.

Please give as much information as possible including Customer Names & Patient Names.

An example of the problem is also helpful.

We will review your request and provide you with further information if required.

**Related articles**

No article found

- 3.3.** Click on 'My Area' to display your current tickets.

OPENVPMS Customer Support Portal

Home My Area LV A

Search tickets

Add Ticket

My Area

Status: **Open (1)** Closed On Hold

Created By: **You** Team

Company Name - i.e - OpenVPMS - Support Request #6743

UN OpenVPMS · 3 minutes ago **Not Started**