



CSMi CONFIDENTIAL
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CSMi Service Request Procedure

As part of our continuous improvement initiative, CSMi has implemented a support ticketing system. Submitting a service request is a simple process that ensures your issue is resolved quickly and correctly. Each request is given a tracking number and all communication for that request are stored in one location, accessible by you at any time.

To initiate a service request, visit our website (www.csmisolutions.com) and click on the orange **REQUEST SERVICE** button in the top right corner.

You will be taken to the main CSMi Support page. **Note:** *If this is your first time logging a service request, you need to register with a user name and password. This is done by clicking the **SIGNUP** link. If you have already registered, click **LOGIN** link.*

Now that you have logged in, you can:

- Submit a new service ticket by clicking the **NEW SUPPORT TICKET** link.
- View/Update an existing ticket by clicking the **CHECK TICKET STATUS** link.
- View/Reopen a Resolved or Closed ticket by clicking on the Tickets tab, and using the pull-down menu to view "All Tickets", "Open or Pending" or "Resolved or Closed".
- Search the Solutions tab to see FAQs (Frequently Asked Questions) and solutions that typically resolve the issue. Using this Knowledge base can sometimes speed the process for simple issue resolution, as you don't have to wait for our service team to read your ticket and respond.

When creating a new ticket, please provide specific, detailed information about your issue. You can also attach files using the **ATTACH A FILE** link at the bottom of the response area. We strongly recommend attaching photos of parts in question, or screenshots of outputs and/or error messages, which help our service team in diagnosing issues.

After a support ticket has been issued or updated, you will receive an email confirmation verifying your request along with your support ticket number.

You can review an existing ticket with either of the following methods:

- Click the hyperlink in the response e-mail (<https://csmisolutions.freshdesk.com/helpdesk...>)
- Login directly to the ticket system.

You can respond to an existing ticket with either of the following methods:

- Open the ticket in the system, scroll to the bottom of the page and click the **REPLY** link.
- Reply directly to the e-mail and your response will automatically be added to the ticket.