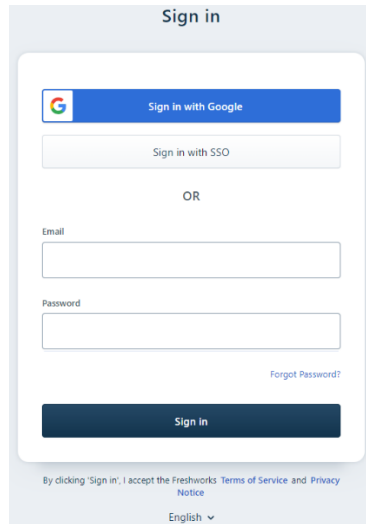


HELPDESK – LOGIN INSTRUCTIONS

Your v-zam account has been automatically transferred to the new application, it is available at [Exclusive Networks Technical Support>>>](#)

To access the **Helpdesk**:

1. Select the "**Login**" button and use the password reminder option: "**Forgot Password**"



Sign in

Sign in with Google

Sign in with SSO

OR

Email

Password

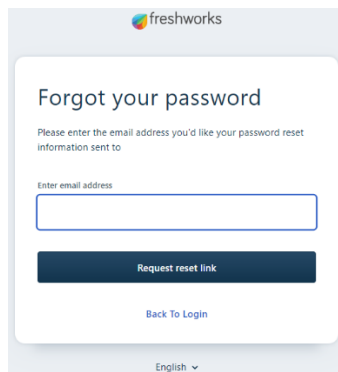
[Forgot Password?](#)

Sign in

By clicking 'Sign in', I accept the Freshworks [Terms of Service](#) and [Privacy Notice](#)

English ▾

2. Enter your **email address** previously used on the v-zam platform. **This email address will be your login on the new platform.**



freshworks

Forgot your password

Please enter the email address you'd like your password reset information sent to

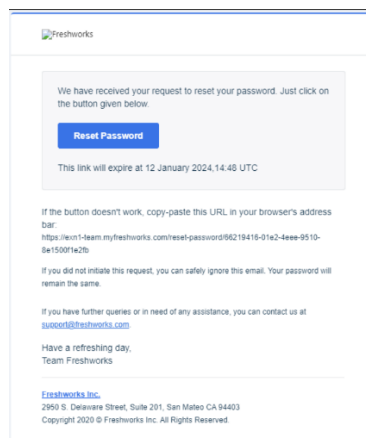
Enter email address

Request reset link

[Back To Login](#)

English ▾

3. In response, **you will receive an email with url to reset the password.**



freshworks

We have received your request to reset your password. Just click on the button given below.

[Reset Password](#)

This link will expire at 12 January 2024, 14:48 UTC

If the button doesn't work, copy-paste this URL in your browser's address bar:
<https://resin1-team.my.freshworks.com/reset-password/96219418-0162-4eee-9510-be1500f1e2fb>

If you did not initiate this request, you can safely ignore this email. Your password will remain the same.

If you have further queries or in need of any assistance, you can contact us at support@freshworks.com

Have a refreshing day,
Team Freshworks

Freshworks, Inc.
2950 S. Delaware Street, Suite 201, San Mateo CA 94403
Copyright 2020 © Freshworks Inc. All Rights Reserved.

4. Set new password.

The first screenshot shows the 'Set your password' form. It has a 'Password' field and a 'Confirm Password' field. Below the fields is a dark blue button labeled 'Set password'. At the bottom right, there is a language selector set to 'English'. The second screenshot shows a success message: 'Success! Your password has been set successfully.' with a dark blue button labeled 'Continue to Login'.

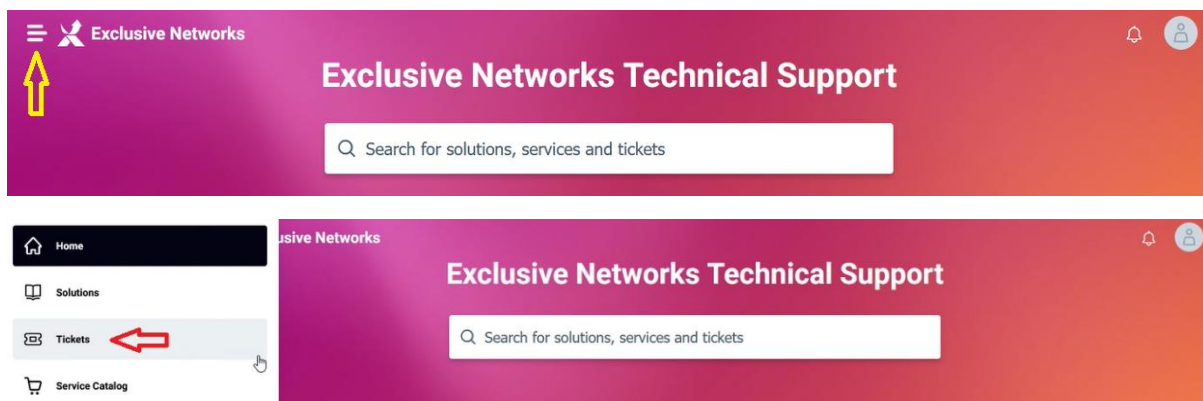
5. Login to the portal.

The 'Sign in' page features two main login options: 'Sign in with Google' and 'Sign in with SSO'. Below these, there is a section for email and password login. The email field contains 'email_address@test.local' and the password field is masked with dots. A 'Sign in' button is located at the bottom of the form. A 'Forgot Password?' link is positioned to the right of the password field. At the very bottom, there is a disclaimer: 'By clicking "Sign in", I accept the Freshworks Terms of Service and Privacy Notice' and a language selector set to 'English'.

6. Verify your account data first.



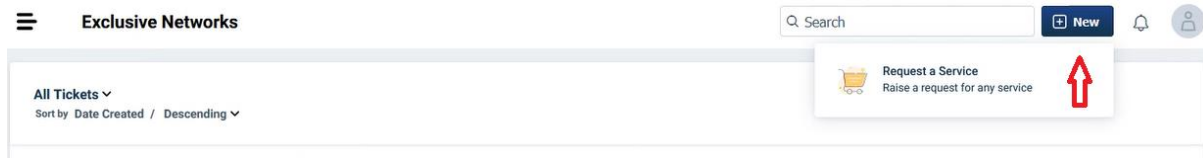
7. After login, enter **the menu** in the upper left corner (three lines) and then go to the **"Reports"** tab.



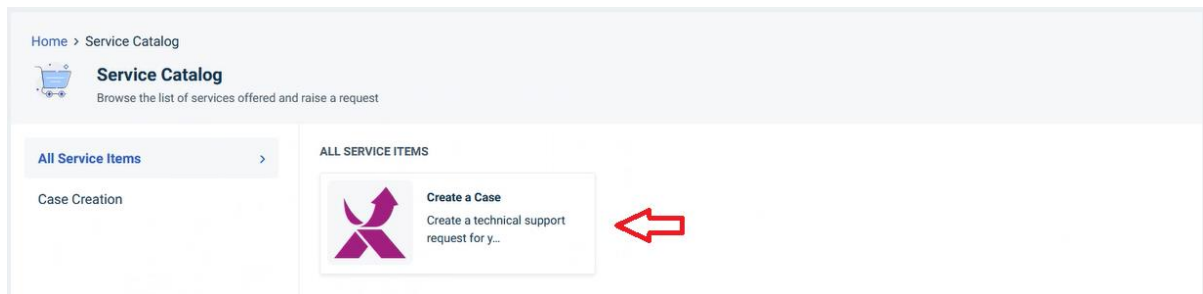
This page will display all your tickets.



8. Press the "New" button and then "Order service"



9. Create a ticket by selecting the "Create a case" option



10. Please enter the required information, chose **CEE location** and **save the request**.

A screenshot of a web form titled 'Test With CEE - Poland Create a Case'. The form contains several fields: 'Requester' (text input with email address), 'Request for someone else' (checkbox), 'Subject of the issue' (text input), 'Description of the issue' (text area), 'Contracted Serial Number' (select dropdown), 'Customer reported Serial Number' (text input), 'Warranty' (select dropdown), and 'TAC Region Info' (select dropdown). The 'TAC Region Info' dropdown is currently set to 'CEE'. There is also a 'View more' link and a note about urgent or high priority issues.

Your application will be handled by a dedicated Support Team.

To start working with the new platform, go to the website:

[Exclusive Networks Technical Support>>>](#)