



Report an Issue Contacting the Care Team

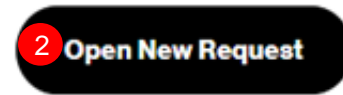
Things to know

1. See your Company Administrator for assistance with access to the Verizon Partner Solutions (VPS) Exchange portal
2. Files can be attached to the Care Request. The maximum file uploading size is 10 MB for all files combined per request
3. Files can be deleted once uploaded by clicking on the “x” beside the file

Getting Started

To contact the Care Team:

1. Click on the Support icon on the header
2. Click to Open New Request



Open New Care Request

Note: All required fields are denoted with an asterisk

After selecting **Open New Request**

1. Select option for **What would you like help with?**
2. Input **ID or Summary**
3. Add **Comments** to explain what you need assistance with
4. Add **Upload files** (if applicable)
5. Add “cc” **Email** information (if needed)
6. Update your **Work Phone Number** (if applicable)
7. Update your **Cell Phone Number** (if applicable)

Care Request

What would you like help with?* 1

Select v

- Select
- I need assistance with a Quote
- I need assistance with an Order
- I need assistance with a Ticket
- I need assistance with a Delivery
- I need assistance with something else
- I need assistance with Set Up
- I need assistance with API

8. Click **Submit Request**

Care Request

What would you like help with?* 1

I need assistance with a Quote v

ID or Summary* 2

Additional Comments 3

Would you like to upload a file?

4 Upload Files Or drag files

How should we contact you?
If these aren't the most up-to-date ways to contact you, please change them in your profile.

Change Email Information* 5

subman.mohanna@verizon.com

AM CC Email 6

Change Work Phone Number 7

Change Cell Phone Number 8

Back Submit Request



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Request History

From the Care Worklist, drill down into a record by clicking on the Request Number link to view additional details

1. Add Comment

Add additional information to the ticket by entering text in the **Request History** box and click **Add Comment** to post the comments to the ticket

Note: Comments from the Care Team will be displayed in the Posted Comment section

2. Close Comment

Requests can be requested to be closed by clicking on the **Close Request** button. The Care Team will review the request and close the ticket

Reopen Request

Reopen a request by clicking the **Reopen Request** button, update the request as applicable and resubmit the request

Status Definitions

Request Number	ID or Summary	Request Type	Date Submitted	Date Updated	Status
00004836	q232v	Guide	12/23/2023	01/16/2024	Closed

Status Details:

- Open: Request has been submitted
- In Progress: Care Team is working on the request
- Closed: Care Request has been closed
- Re-Opened: User reopened request