Report an Issue
# Contacting the Care Team

verizon business

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
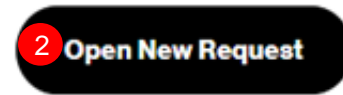
Open New Care Request

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)

8. Click **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

Care Worklist					
Request Number	ID or Summary	Request Type	Date Submitted	Date Updated	Status
00004635	q232w	Quote	12/23/2023	01/19/2024	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