



Report an Issue Contacting the Care Team

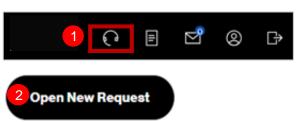
Things to know

- 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

Care Request

Select

What would you like help with?*

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

Note: All required fields are denoted with an asterisk

After selecting OpenNew 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)

	Gare metheor	
9 Click Submit Deguast	What would pro the help with?"	How should are contact port If have another must as to date ways to contact, you please change them on your profile.
8. Click Submit Request	Treed assistance with a Guide	Change Email Information*
	tt or hommery' ()	suama a noiama@varign.com
	2	And CC Enade @
	Additional Comments	5
	3	
		Change Work Phone Number
	L	6
	Would pro like to option a the?	Change Call Phone Number
	4 turined Place Or drop files	
	The full contenue along the size is 10 MB. At the space accepted	
	Text Deduct Reveal 8	





Report an Issue Contacting the Care Team

Request History

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

Request Details				
Request Random commun	Request Type Trivel	Data Rabellinal 10/09/0023	Date Optimized OVERTICE	Citeri I
Request Submission		Reg	uest History	
What would you like help with?		Tax	Aera .	
I need assistance with a Tonan				
lummary				
heating .		-		1.410
Washington The Interpreted to The?		G	- 1	
		_		
& loked files	ang fas	Por	fed comments	
		Selection	Human Reals	60.000
The title contract allowed feaces if in the (cleaner) and the	-		terts added	
The Name	2			
whealth				
\sim $-$	-			
(Box) Cox Repr				

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

Request Mander Includes	Request Type Guile	Data Submitted shittarioota	Data Updated Contaccis	Class
Request Submission		Req	uest History	
What would you like help with?	Are yo	u sure you want to reopen the request?		
read and an entry of the Garder				
hammary .	Plante	take a monent to tell as why		10/25/25/25
670 a				
Additional Comments			and the second s	
÷				
		Cancel Respondings	ent i	

Status Definitions

Care Worklist					
Request Number 14	ID or Summary 14	Request Type 14 22	Date Submitted 4	Date Updated \$	Status \$4 2
00004636	q232w	Guote	12/23/2023	01/19/2024	Ciceed
 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 					