https://cloudblue.com

Documentation Help and Support

Contact Support

This article has been generated from the online version of the documentation and might be out of date. Please, make sure to always refer to the online version of the documentation for the up-to-date information.

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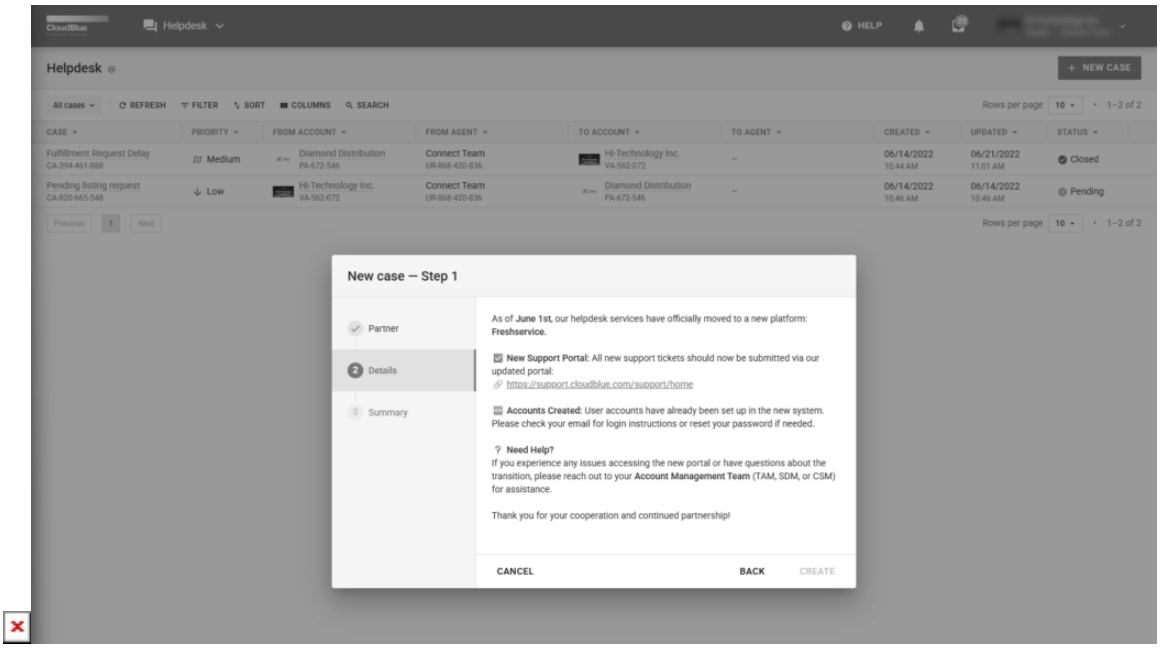
Contact required support agents with just few steps!

In case you have a question for your business partner or you need troubleshooting assistance from CloudBlue Connect®, follow the instructions below to contact support:

CloudBlue Support

To contact CloudBlue technical support for the Connect Platform, please visit: CloudBlue Services Support.

Additionally, instructions to the CloudBlue Services Portal will be provided when selecting CloudBlue within the Connect Portal:



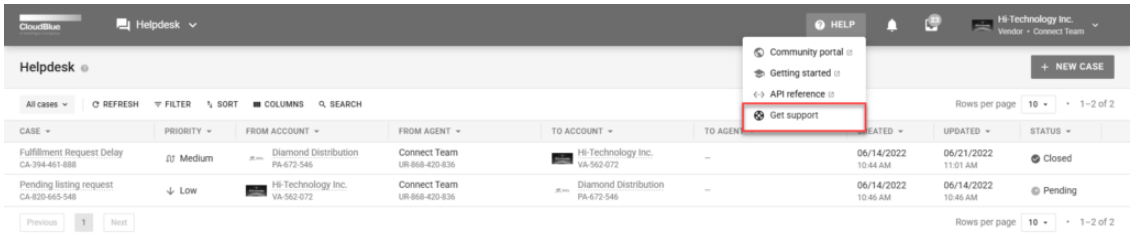
Partner Support

To receive assistance from a Partner within CloudBlue, please use the following instructions.

> ●
> Information
>
> The case-creating account must have an active Program contract with the partner in order to create a support case for that specific partner.

Open the **Help** menu from the navigation bar. Thereafter, click the **Get support** button to launch a new case creation wizard

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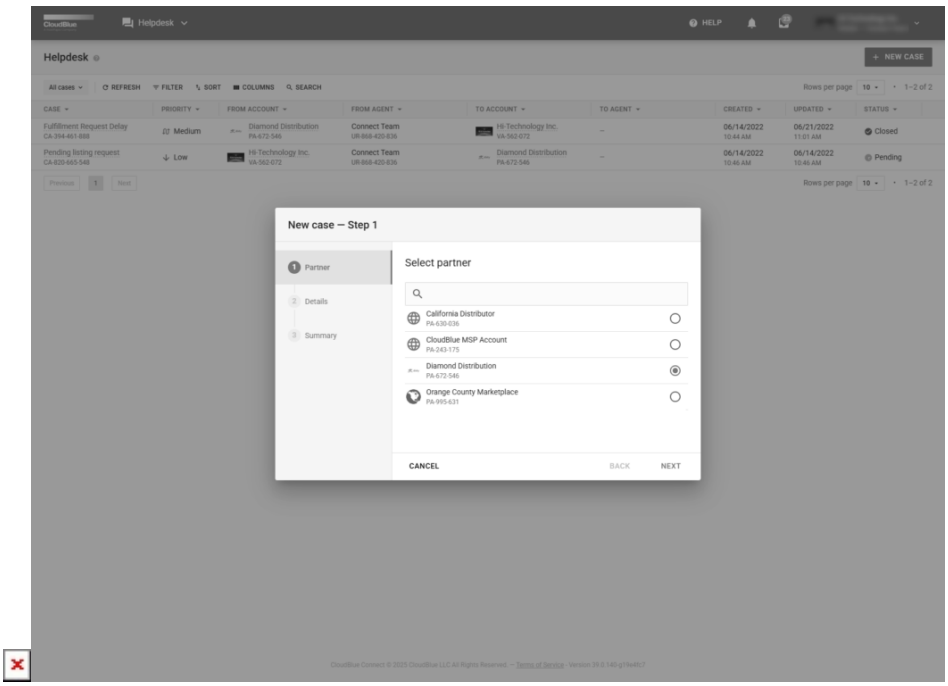


Follow the wizard steps to create a support ticket and address it to right agents.

1. Partner

Select your required partner from the provided list to reach out corresponding support agents. Therefore, you can select *CloudBlue support* to report your issue or a problem with the Connect platform.

Note that you can also submit a request to your business partners. For example, Distributors or Resellers can create a new case for their *Vendor* partners to investigate why an order was not provisioned on time, while Vendors can submit a ticket for their *Distributor* partners to ask for more details about a specific listing requirement, and so on.



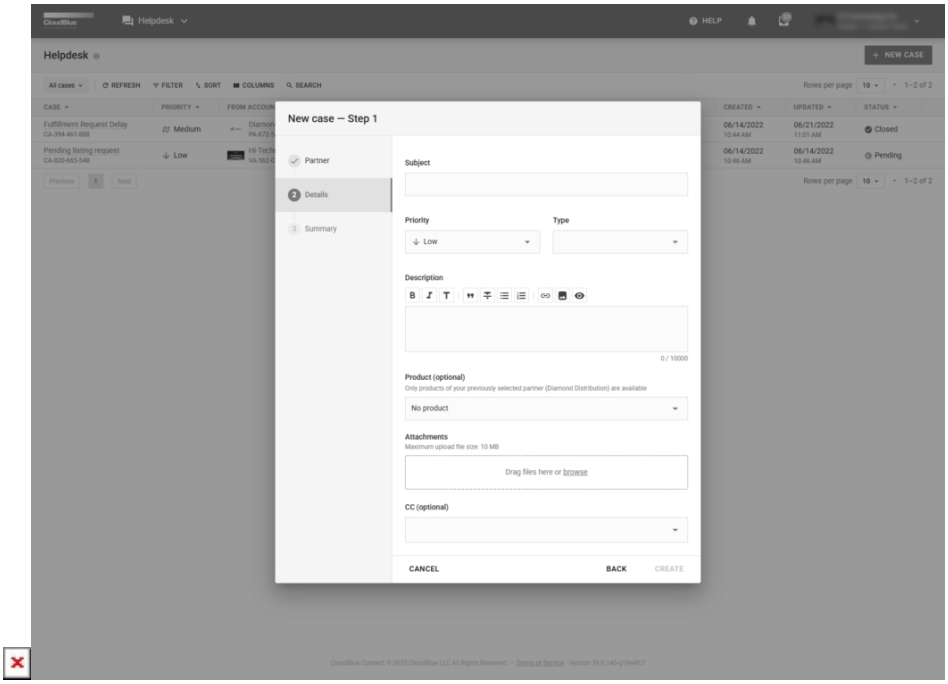
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Click **Next** to continue.

2. Details

Fill out the following case details form:

- **Subject:** Enter your case subject (i.e., *case name*) in this field.
- **Priority:** Select priority from the list (*Low*, *Medium*, *High*, or *Urgent*).
- **Type**: Choose a *Business* or *Technical* issue type.
- **Description**: Enter your case description in this field.
- **Product**: Specify a product for your case (optional).
- **Attachments**: Upload additional files, such as screenshots or logs (optional).
- **CC**: Add “carbon copy” recipients (optional).

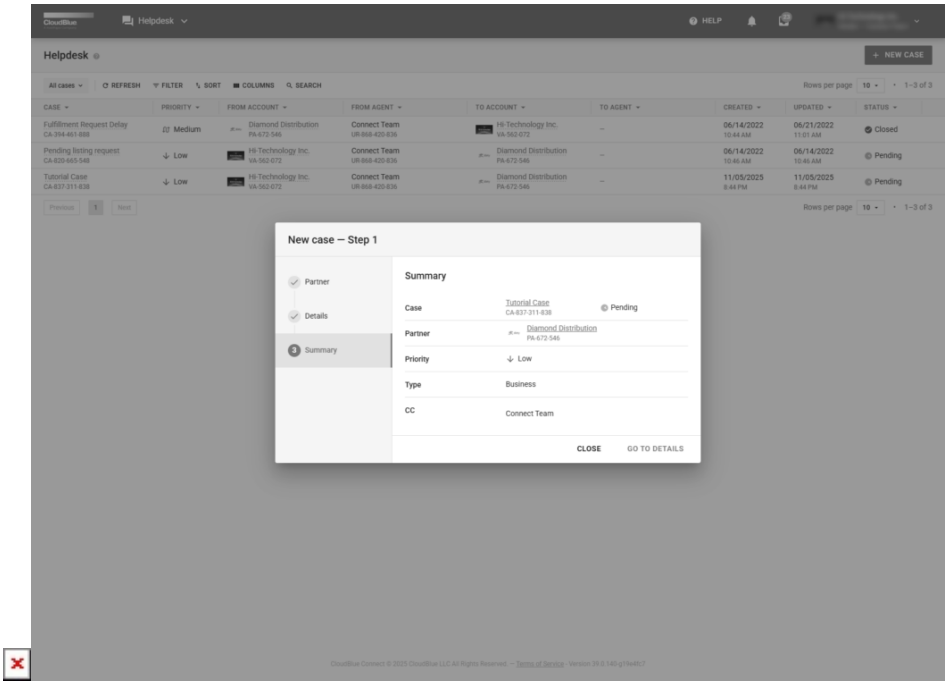


Click **Create** to finalize your case creation.

3. Summary

As a result, your issue or request will be submitted to your selected partner. The system provides your case summary as the final step.

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Click **Go to Details** to access the Case details screen. Otherwise, click **Close** to close the summary.

Access your created case by using the Helpdesk module on the CloudBlue Connect® platform. Refer to the Helpdesk module documentation for more information on created cases.

> Note
>
> Partners providing support within CloudBlue Connect® may have different support response times.

Additional Help

Note that the Connect Community page is available 24/7 to help self-serve the most common Connect issues and answers to frequently asked questions. The Getting Started tutorials will also help newcomers to understand the key concepts of CloudBlue Connect® and examine the most common use case scenarios.

In case instructions on how to change or reset your password for the Connect platform are required, refer to the following sub-article:

- Reset Password

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