



<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This article has been generated from the online version of the documentation and might be out of date.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.

Auto-generated at February 12, 2026



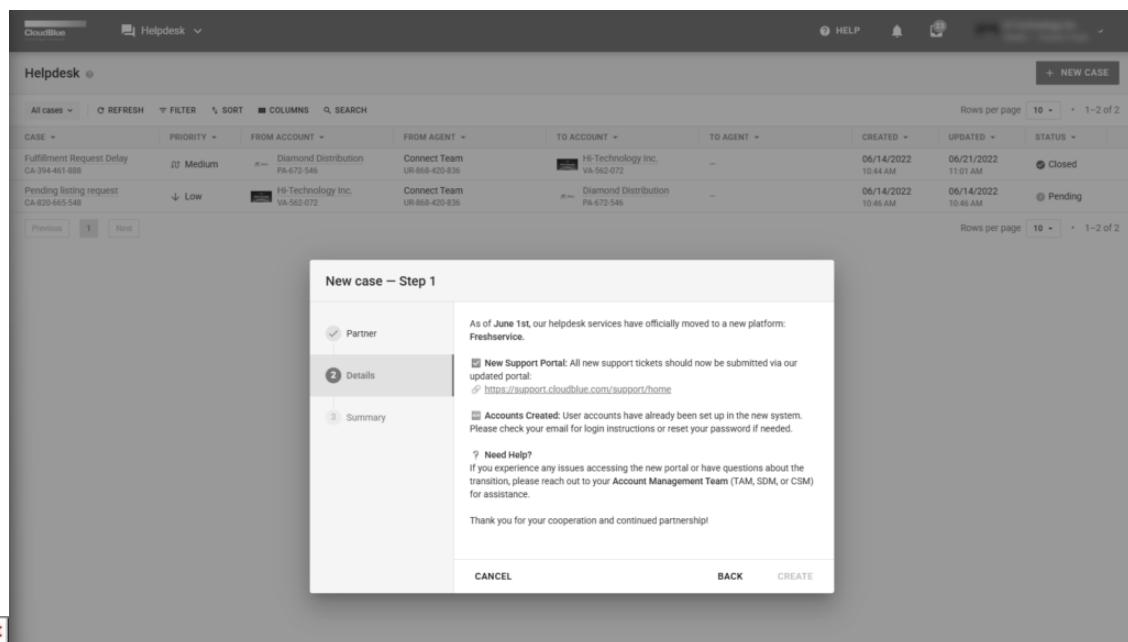
Contact required support agents with just few steps!

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:



The screenshot shows the CloudBlue Helpdesk interface. At the top, there are navigation links for 'Documentation', 'Help and Support', and 'Contact Support'. Below the header, a search bar and a 'New Case' button are visible. The main area displays a table of cases with columns for Case ID, Priority, From Account, From Agent, To Account, To Agent, Created, Updated, and Status. Two cases are listed: 'Fulfillment Request Delay' (Medium priority) and 'Pending listing request' (Low priority). A modal window titled 'New case - Step 1' is overlaid on the page. The modal has three tabs: 'Partner' (selected), 'Details', and 'Summary'. The 'Partner' tab contains a note about the move to Freshservice. The 'Details' tab contains a note about the new support portal. The 'Summary' tab contains a note about accounts and a 'Need Help?' link. At the bottom of the modal are 'CANCEL', 'BACK', and 'CREATE' buttons.

## Partner Support

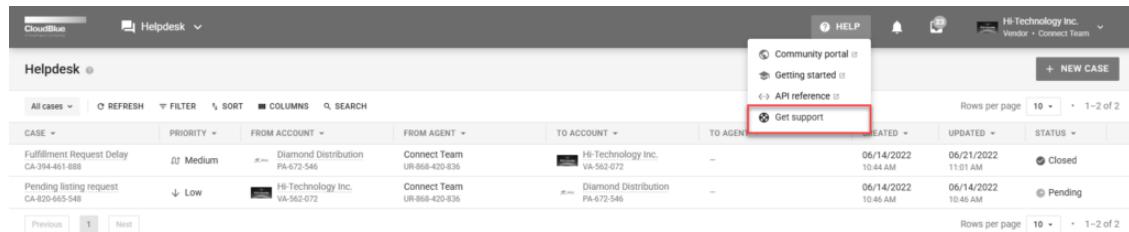
To receive assistance from a Partner within CloudBlue, please use the following instructions.



### 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



The screenshot shows the CloudBlue Helpdesk interface. At the top, there are navigation links for 'Community portal', 'Getting started', 'API reference', and 'Get support'. The 'Get support' link is highlighted with a red box. Below the header is a table listing two cases: 'Fulfillment Request Delay' and 'Pending listing request'. The table includes columns for CASE, PRIORITY, FROM ACCOUNT, FROM AGENT, TO ACCOUNT, TO AGENT, CREATED, UPDATED, and STATUS. The 'Get support' button is located in the top right corner of the header area.

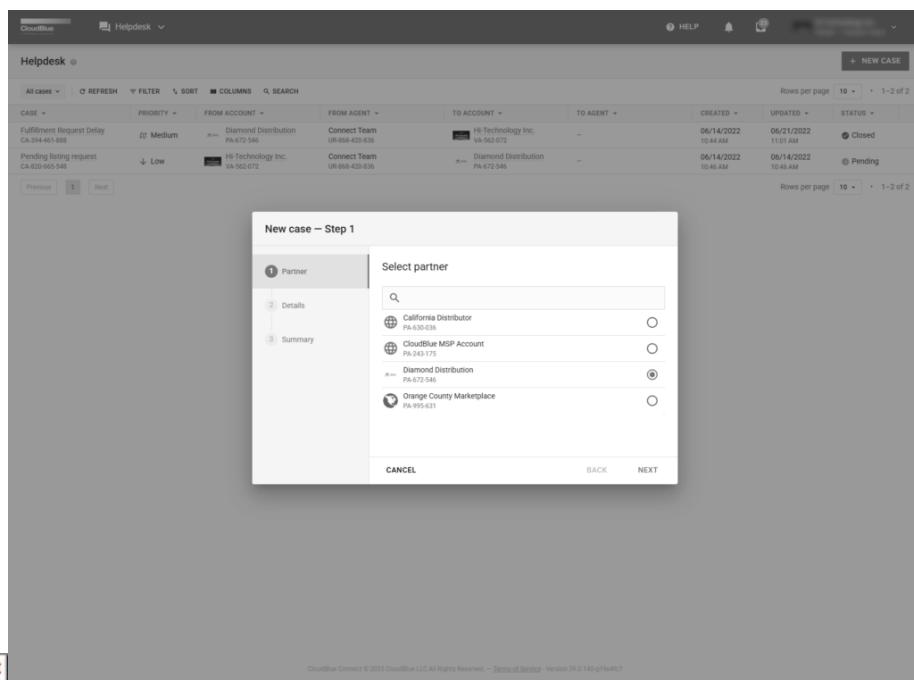


Follow the wizard steps to create a support ticket and address it to right agents.

## 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.



The screenshot shows the 'New case - Step 1' dialog box. The title is 'Select partner'. It lists four options: 'California Distributor' (PA-630-036), 'CloudBlue MSP Account' (PA-243-175), 'Diamond Distribution' (PA-672-546), and 'Orange County Marketplace' (PA-995-631). The 'Diamond Distribution' option is selected with a radio button. The background shows a list of cases with one case highlighted.



Click **Next** to continue.

## 2. Details

Fill out the following case details form:

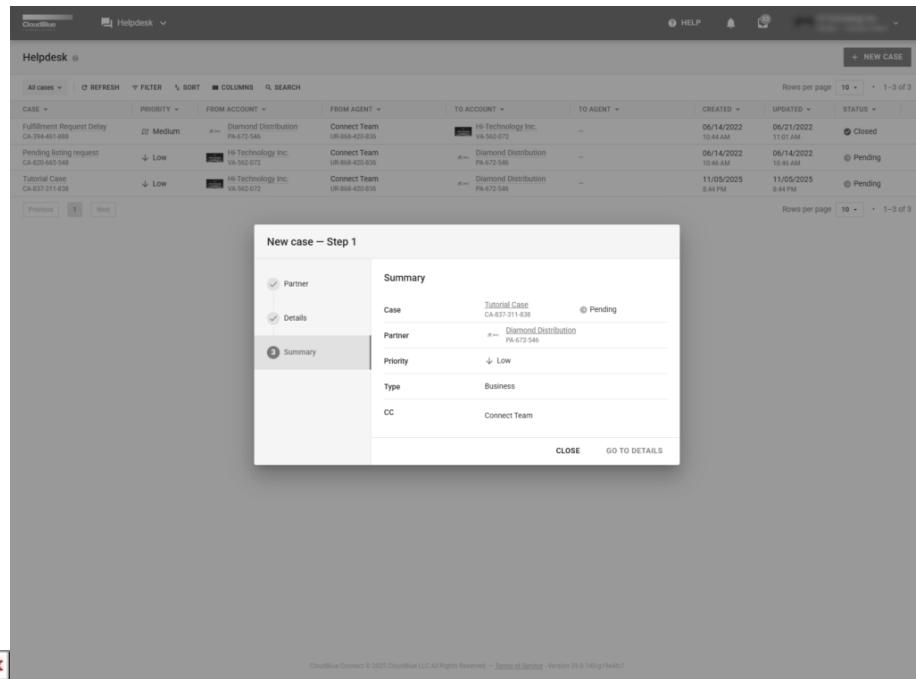
- **Subject:** Enter your case subject (i.e., *case name*) in this field.
- **Priority:** Select priority from the list (*Low, Medium, High, or Urgent*).
- **Type:** Choose a *Business* or *Technical* issue type.
- **Description:** Enter your case description in this field.
- **Product:** Specify a product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

The screenshot shows the 'New case - Step 1' dialog box. The 'Details' tab is selected. The 'Subject' field is empty. The 'Priority' dropdown is set to 'Low'. The 'Type' dropdown is empty. The 'Description' field is empty. The 'Product (optional)' section shows 'No product'. The 'Attachments' section has a placeholder 'Drag files here or [browse]'. The 'CC (optional)' section is empty. At the bottom are 'CANCEL', 'BACK', and 'CREATE' buttons. The background shows a list of cases: 'Fulfillment Request Delay' (Medium priority, Partner), 'Pending listing request' (Low priority, Partner), and 'CA-200-005-048'.

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.



The screenshot shows the CloudBlue Connect Helpdesk interface. At the top, there are navigation links for Documentation, Help and Support, and Contact Support. Below the header, there is a search bar and a list of cases. The list includes columns for Case ID, Priority, From Account, From Agent, To Account, To Agent, Created, Updated, and Status. The status column shows entries like 'Closed' and 'Pending'. Below the list is a 'New case - Step 1' modal. The modal has tabs for Partner, Details, and Summary, with 'Summary' selected. It contains fields for Case (Tutorial Case, CA-637-311-838), Partner (Diamond Distribution), Priority (Low), Type (Business), and CC (Connect Team). There are 'CLOSE' and 'GO TO DETAILS' buttons at the bottom of the modal.

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