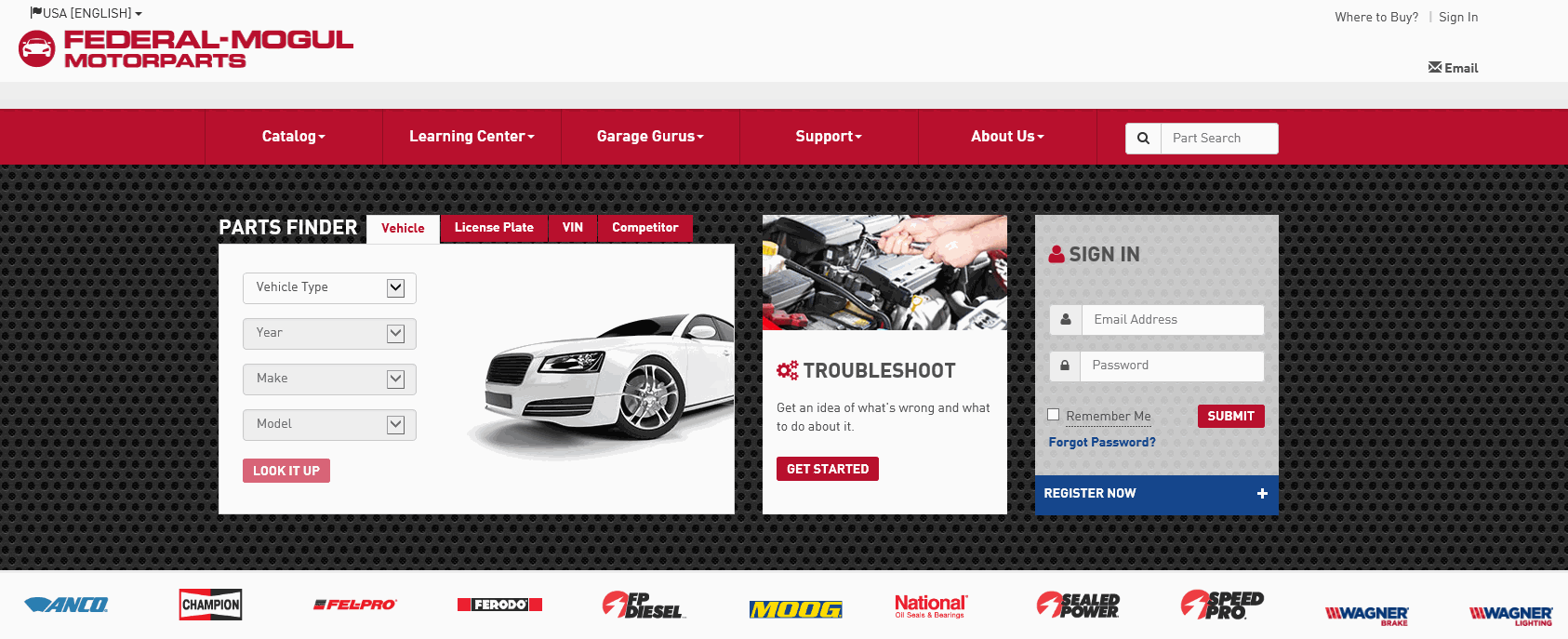
**Locate Customer Service Resources**

**Purpose:**

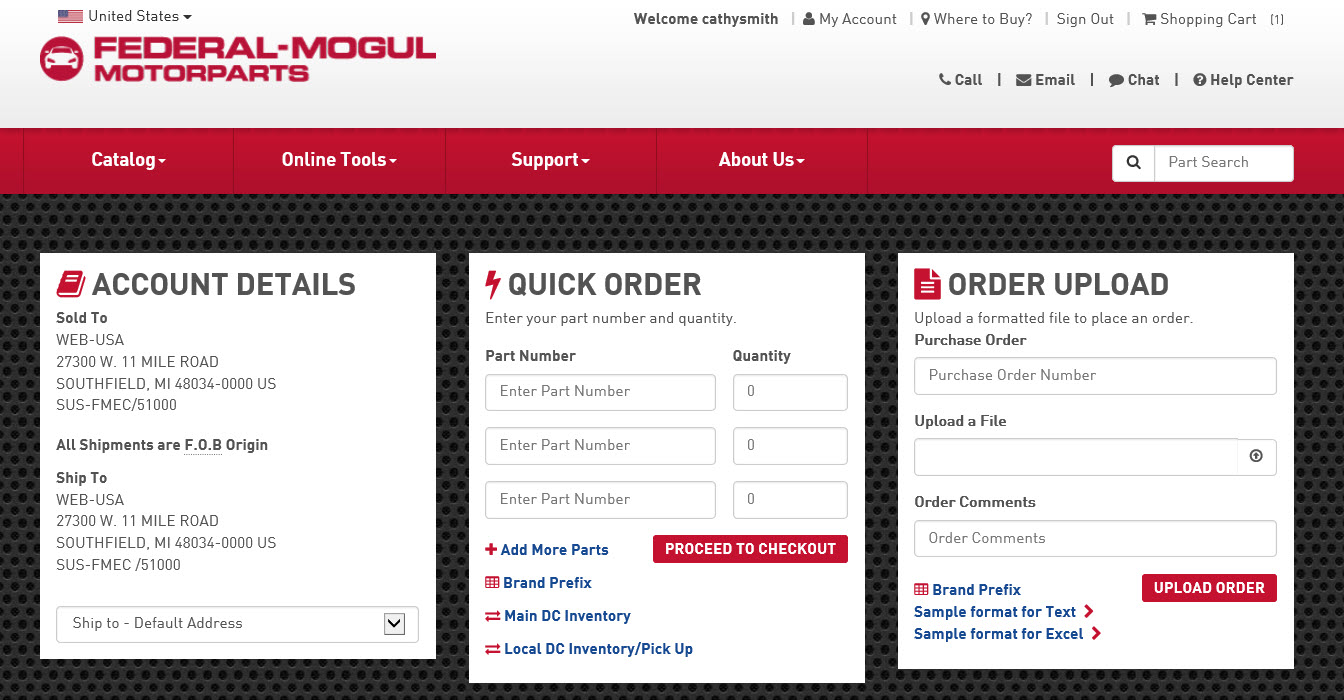
* This Job Aid illustrates how to contact Customer Service Representatives (CSRs), Technical Line Support, and locate help documents.

**Steps:**

1. Enter your credentials i.e. **Email** and **Password***.* Then select the **SUBMIT** button.

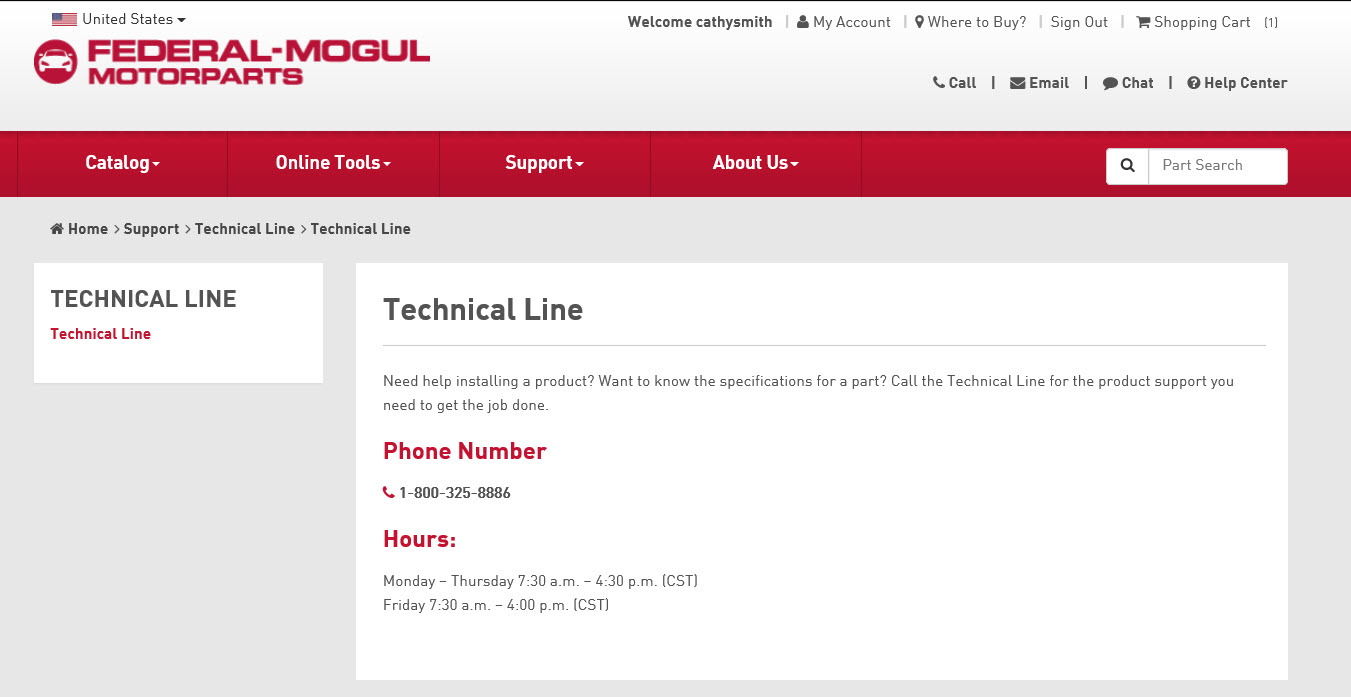


1. There are several ways you can contact Customer Service Representatives. At the top of the page you will see links for **Call, Email, Chat,** and **Help Center.**

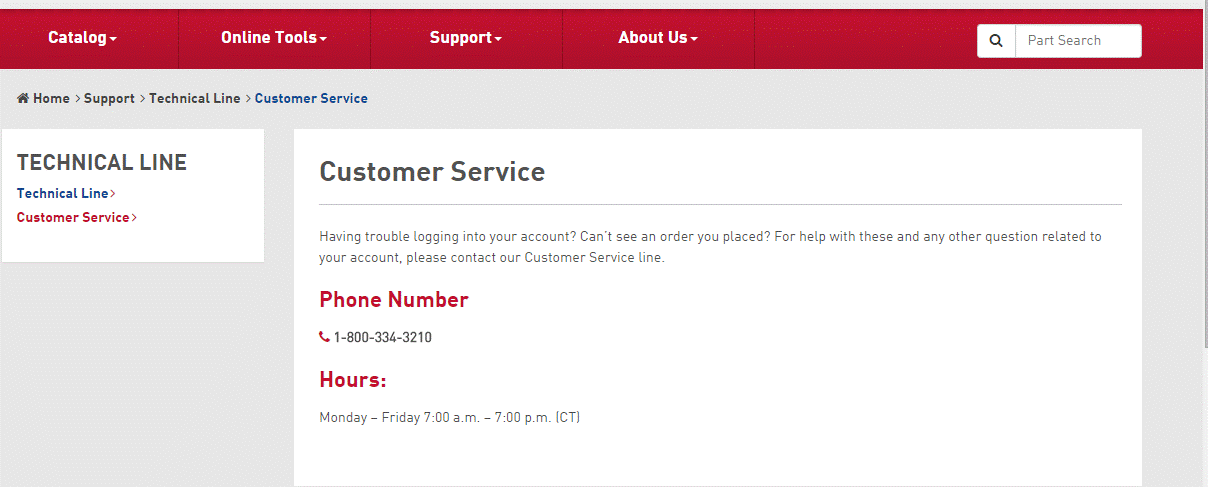


**Call Link**

1. The **Call** link will bring up the Technical Line and Customer Service menu. Select the **Technical Line** link to view the phone number and hours.

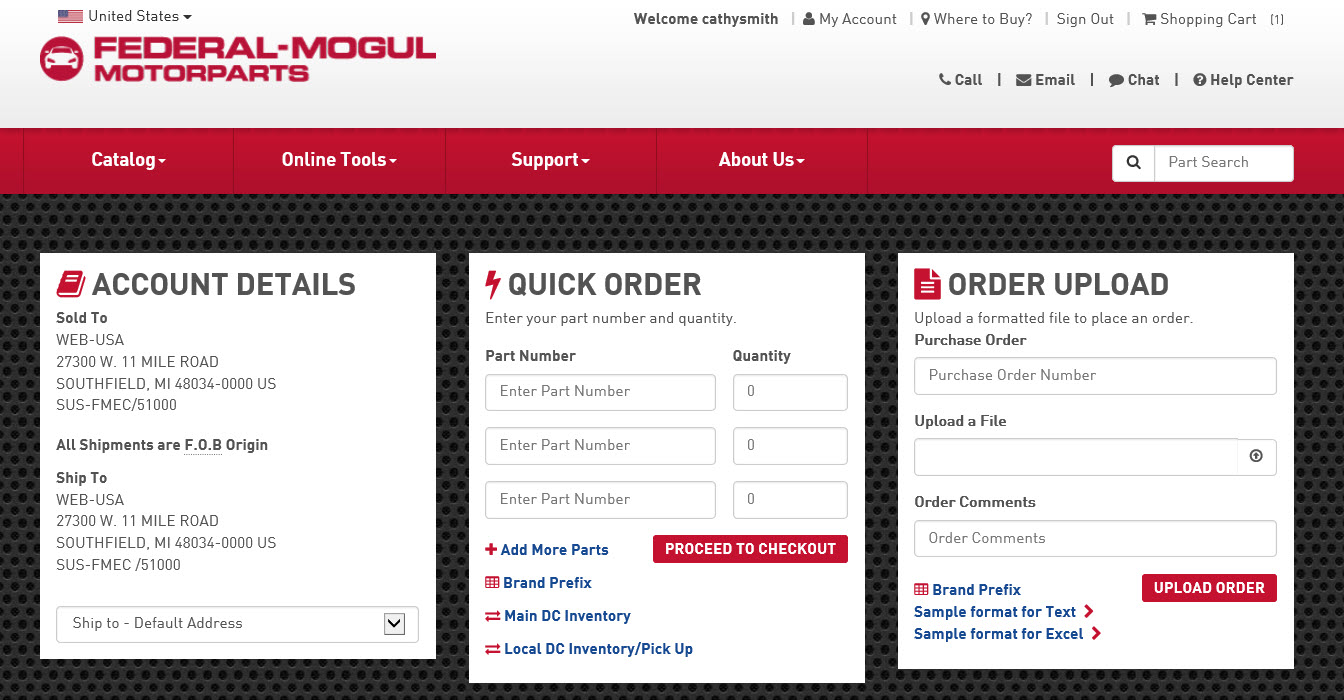


1. Select the **Customer Service** link to see the phone number and hours.



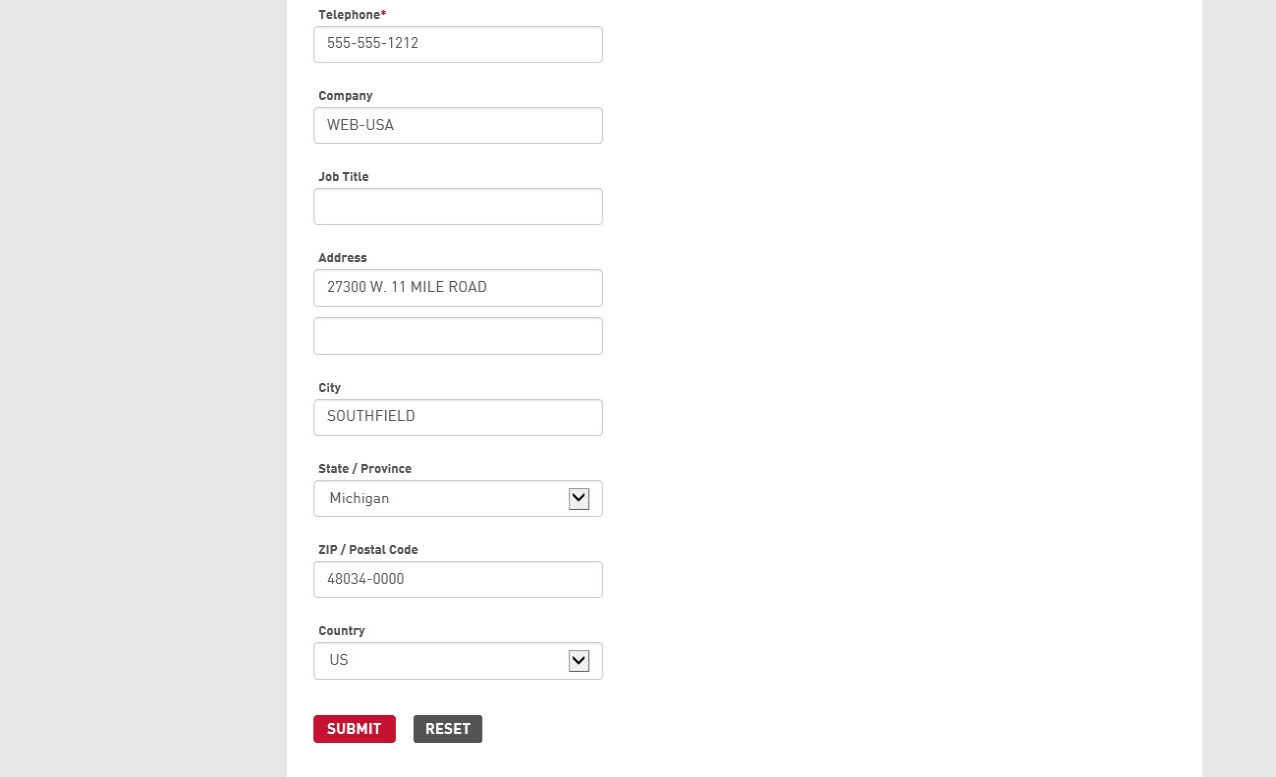
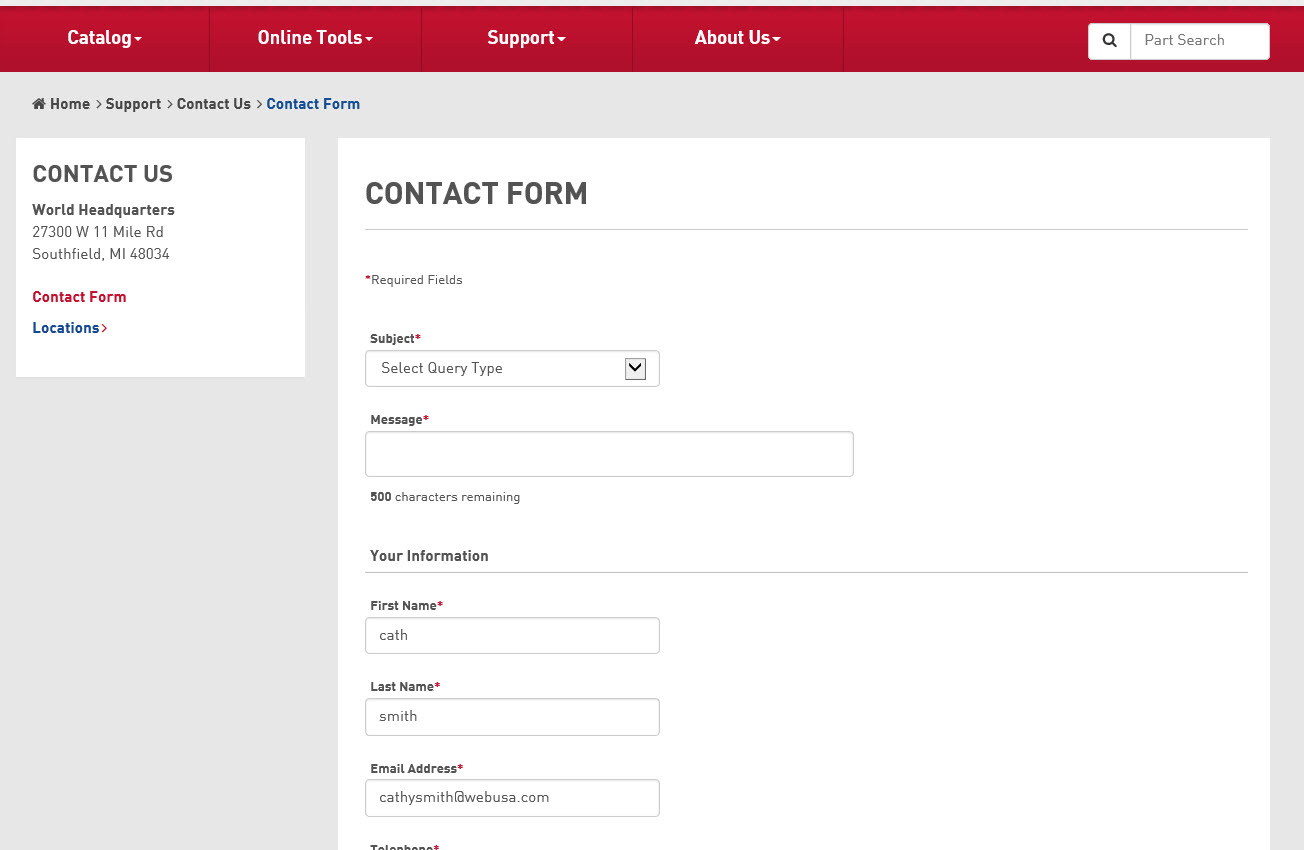
**Email Link**

1. When you select the **Email** link, you will be given a contact form to complete.



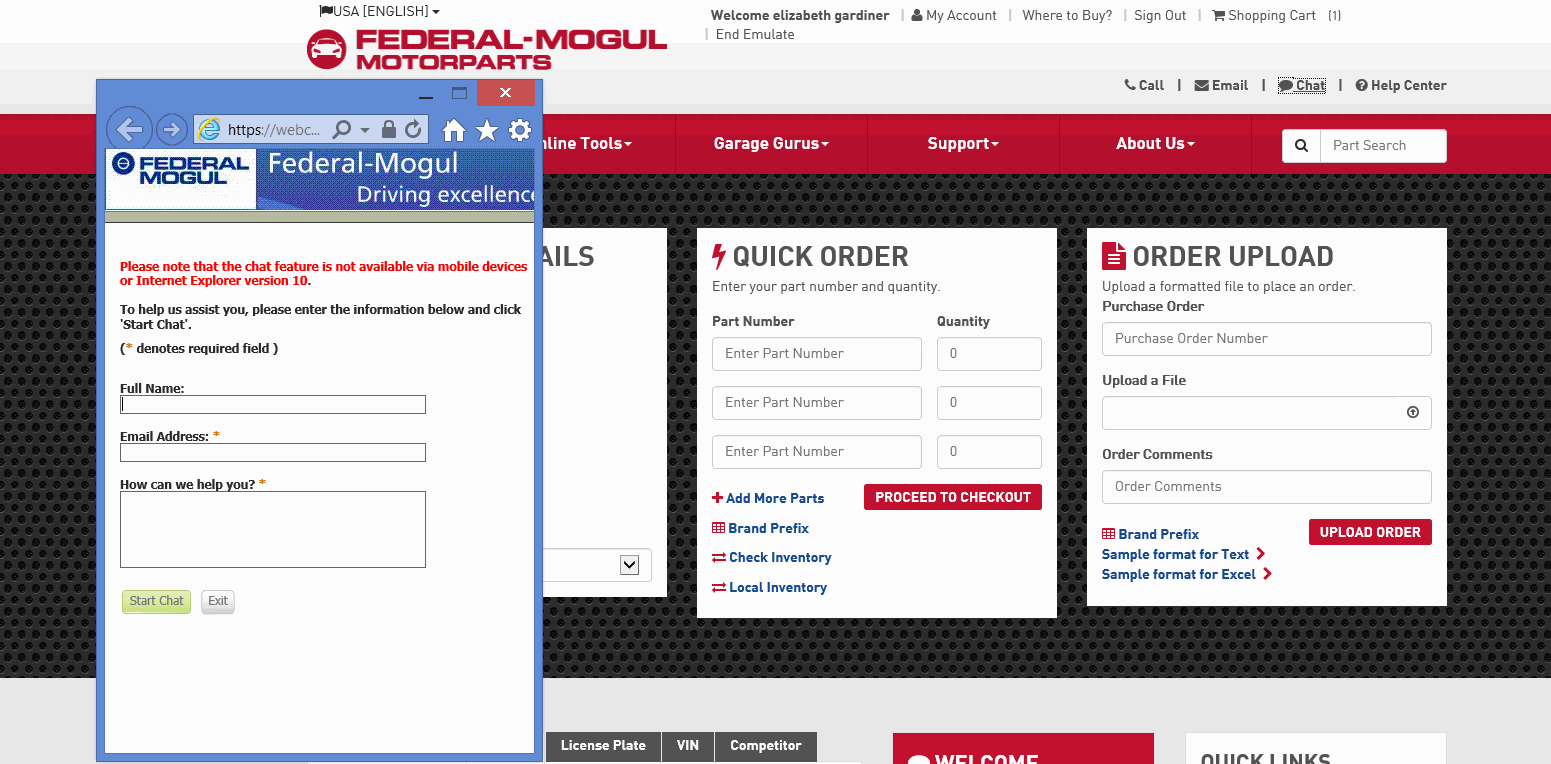
**Email Link Continued**

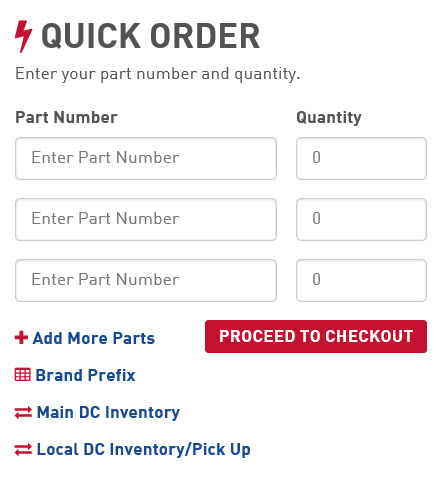
1. The **CONTACT FORM** will open. Complete the required information. When complete, select the **SUBMIT** button at the bottom of the page.



**Chat Link**

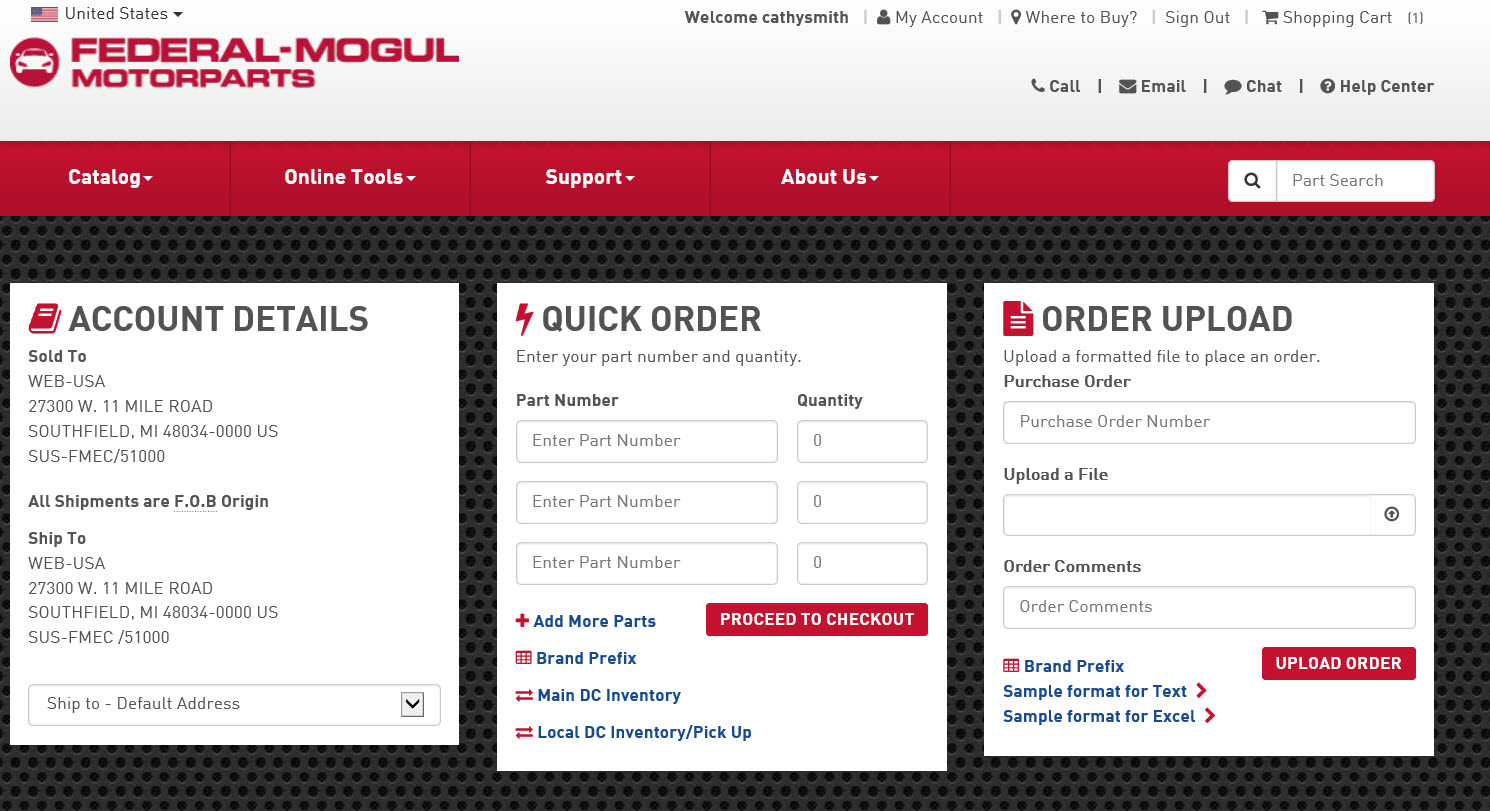
1. Select the **Chat** link to speak directly with a CSR. The Chat dialog box will open automatically.





**Help Center Link**

1. Select the **Help Center** link.



1. Additional resources will be listed to answer any questions you may have.

