

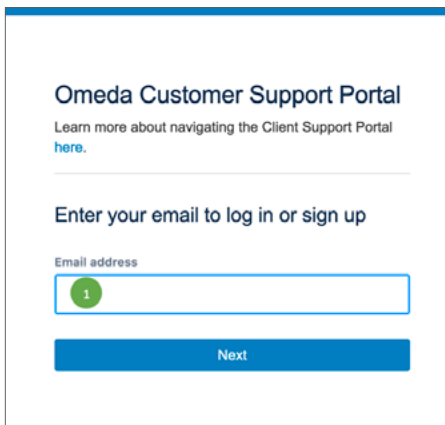
Welcome to the Omeda Customer Support Portal

Find help and services



Omeda Client Portal - Quick Start Guide - CLOUD

We are excited to introduce you to the new Omeda Client Support Portal - your one-stop interface to all our support options. Request service, report bugs, add products, ask a question and more ... all from one convenient place. Get started Now:



Omeda Customer Support Portal
Learn more about navigating the Client Support Portal [here](#).

Enter your email to log in or sign up

Email address

1

Next

1 Log in with your existing JIRA account:

Use your existing JIRA account credentials to log into your organization's service portal. Your log-in will automatically take you to the Support Portal Home screen below.

If you don't remember your login, please use the "Forgot Your Password" Link or contact your Audience Services Team for support.

2 Submit a Request

You can search for request types, or select from the list to submit your service requests as needed. Once you submit your request, we will automatically route it to the Omeda Support team member to assist you.

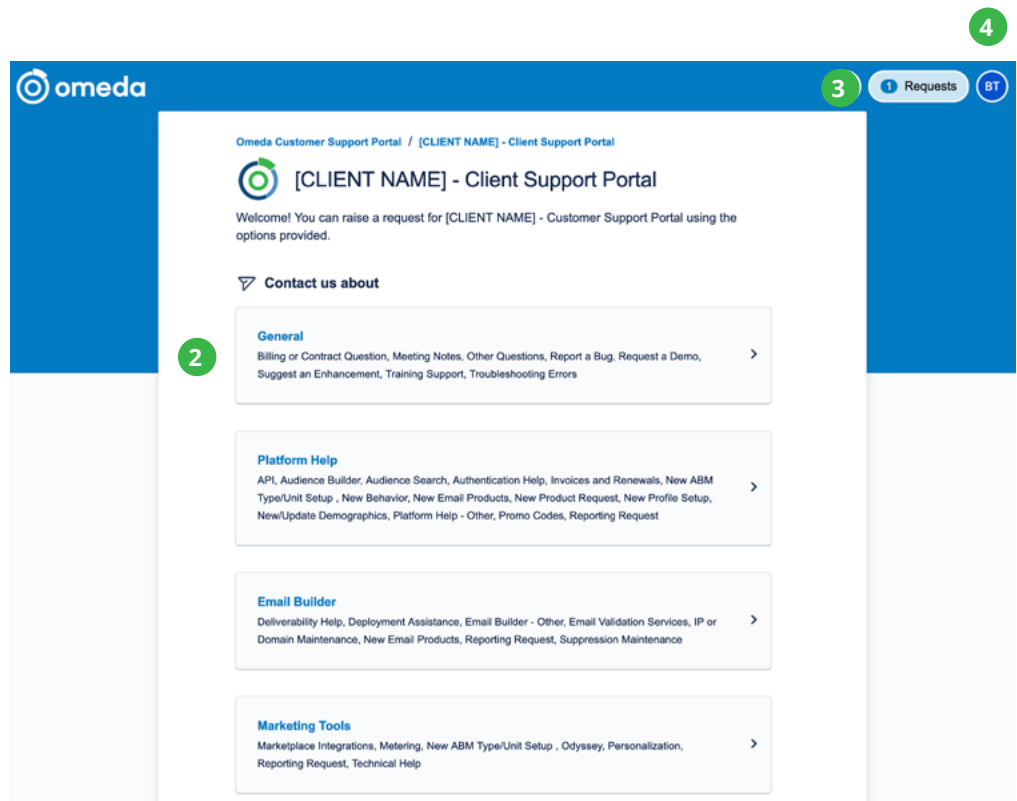
NOTE: Priority "Critical Path" is reserved for system outages/service interruptions, and emergency Email Support.

3 View Existing Requests

We have moved all of your existing open and resolved requests to the new portal for your convenience.

4 Manage your Preferences

View & Manage your Profile & Notification Settings



omed

Omeda Customer Support Portal / [CLIENT NAME] - Client Support Portal

[CLIENT NAME] - Client Support Portal

Welcome! You can raise a request for [CLIENT NAME] - Customer Support Portal using the options provided.

Contact us about

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General
Billing or Contract Question, Meeting Notes, Other Questions, Report a Bug, Request a Demo, Suggest an Enhancement, Training Support, Troubleshooting Errors

Platform Help
API, Audience Builder, Audience Search, Authentication Help, Invoices and Renewals, New ABM Type/Unit Setup, New Behavior, New Email Products, New Product Request, New Profile Setup, New/Update Demographics, Platform Help - Other, Promo Codes, Reporting Request

Email Builder
Deliverability Help, Deployment Assistance, Email Builder - Other, Email Validation Services, IP or Domain Maintenance, New Email Products, Reporting Request, Suppression Maintenance

Marketing Tools
Marketplace Integrations, Metering, New ABM Type/Unit Setup, Odyssey, Personalization, Reporting Request, Technical Help

3 Requests BT

4

5 Requests:

Once you selected the “Request” button on the top right next to your profile icon, you will see a list of all requests you are involved with. The list defaults to “Open requests”, but you can filter by the other options listed below.

5 Requests

Switch to My Requests Extension page Use Advanced Filters

To use My Requests Extension please click the button on the right.

Type	Reference	Summary	Status	Service project	Requester	Created date	Updated date	Due date	Assignee	Priority
6	TESTOS D03-46	Please create a new Email Deployment Type	WAITING ...	[CLIENT NAME] - Client Support Portal	Bettina Client User Test	16/May/23	16/May/23	--	Data Success	Medium

6 Issue Detail View & Features

Select the issue to view details, add comments, share with other’s in your organization, and change issue status.

- 7 Comment**
Comment on an issue
- 8 View Comment & Ticket History**
- 9 Share**
Share a comment with other Jira users in your organization.
NOTE: This feature replaces the “Watcher” feature.
- 10 Change Status**
Change the Request Status.