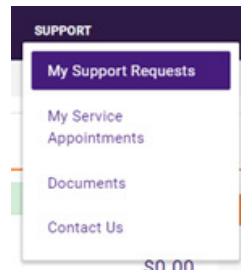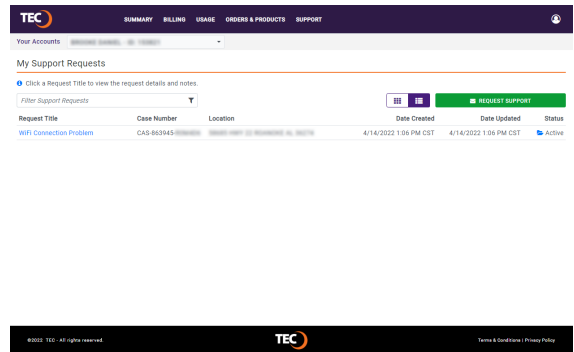Advanced Customer Portal How To:

How To Request Support
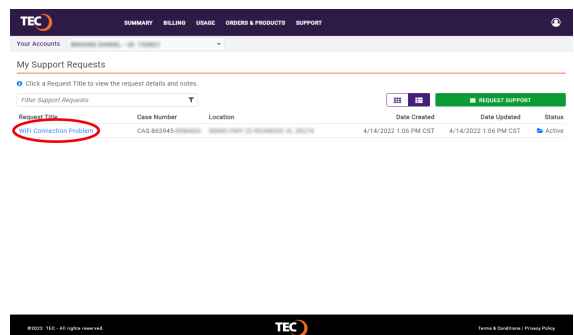
1. Once you have logged in, click "My Support Requests" link found in the site menu under Support.
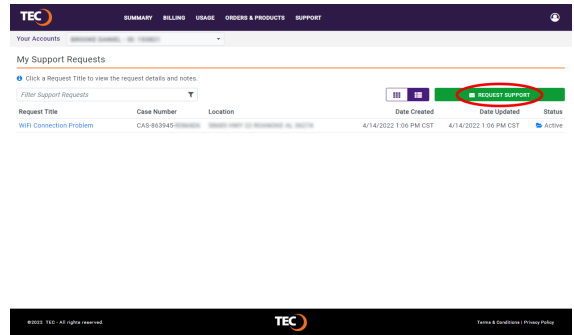

2. From the "My Support Requests" page, you have the options to:

  a. Check the status of or add notes to a submitted request
  b. Submit a support request

3. To view or add notes, or view appointments, click the support request title link.

4. *To submit a new support request, click the green "Support Request" button.*

5. *The "Request Support" form will appear, asking you to supply the following information:*

a. *The type of request – what service type you are experiencing issues with*
b. *A short title for your request*
c. *A description of the issue*
d. *A contact person for the request*
e. *Your preferred method of contact*

6. *When you have supplied the necessary information, click "Submit Request" to complete your submission.*

Users can also access the following from the "Support" menu:

» View scheduled service appointments
» View account related documentation
» View contact methods for reaching TEC Customer Care.