

Navigating the New Support Portal

1. Logging into the new portal:

Enter your email in the box below **Email Address:**



ServerSIM

Enter your email below and we will send you a secure code to sign in instantly.

Email Address:

[Send email with code](#)

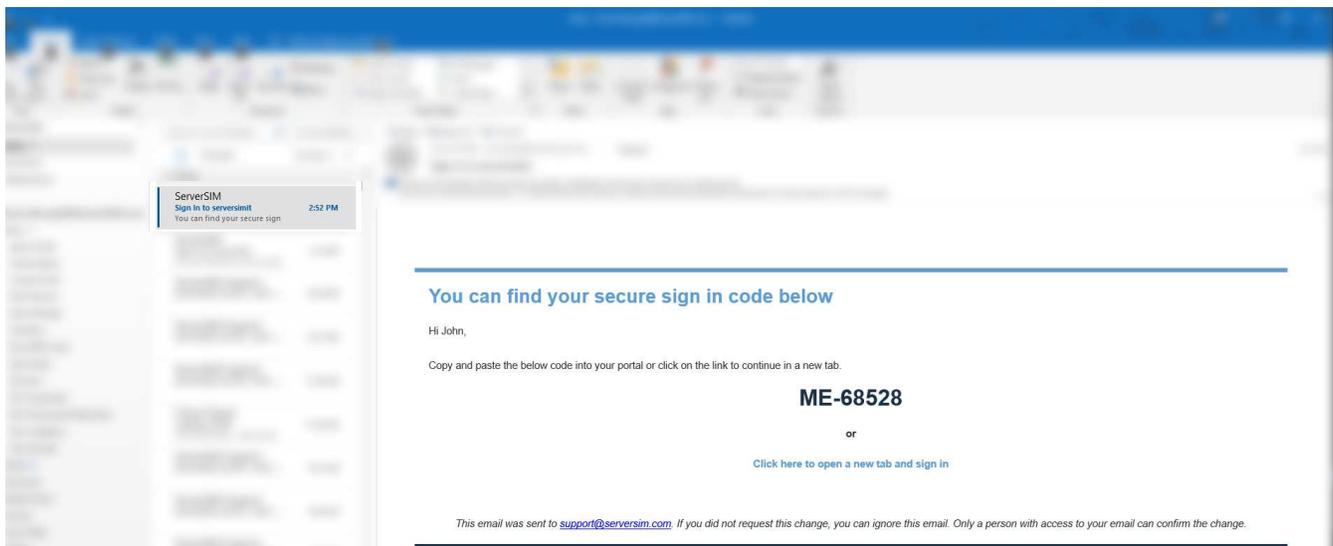
[✉ Contact ServerSIM](#)

Powered by **method**

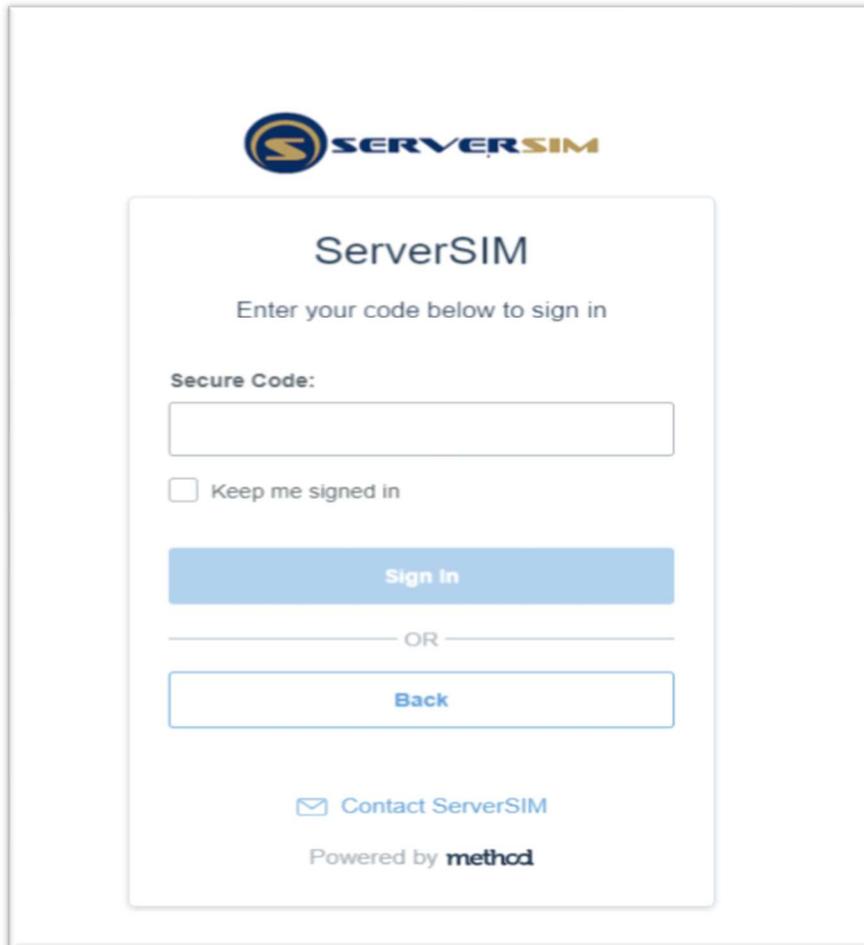
Once you have entered your email, hit the blue box

[Send email with code](#)

Check your email for the security code.



Copy and paste the code into the login box.



The image shows a login form for ServerSIM. At the top is the ServerSIM logo, which consists of a blue circle with a white 'S' and the text 'SERVERSIM' in blue and orange. Below the logo, the text 'ServerSIM' is displayed in a large, bold, black font. Underneath, it says 'Enter your code below to sign in'. There is a label 'Secure Code:' followed by a white rectangular input field. Below the input field is a checkbox labeled 'Keep me signed in'. A blue button with the text 'Sign In' is positioned below the checkbox. A horizontal line with the word 'OR' in the center is below the 'Sign In' button. Below the line is a white rectangular button with the text 'Back' in blue. At the bottom of the form, there is a link with an envelope icon and the text 'Contact ServerSIM'. Below that, it says 'Powered by method'.

Click the blue  button.

Once you login, your credentials will be good for 30 days unless you click the logout button in the top right corner. Once your credentials expire, a new security code will be sent to your email.

The next screen you should see is your support portal home page:

The screenshot shows a web browser window with the URL `serversim.methodportal.com/apps/1fb2e979-3117-4f0f-a199-bb215107cc0d#/74d9f3a4-1185-4501-a729-e03054b6ca85/M01ObzBldjIvEhrTzZTWmh4THpCZy0t`. A pink banner at the top indicates the user is signed in as "John Customer". The page features the Serversim logo and navigation tabs for Home, Recent Transactions, and New Case. A user profile section for John Customer shows contact information and a current balance of 0.00 USD. Two summary cards are visible: "0 Open Transactions" with a "Transaction History" link, and "0 Your Cases" with a "New" button and a "Case History" link. A "Your Profile" section on the left lists contact details and tabs for Billing and Shipping. A "Questions? Contact Us!" section at the bottom provides an email address.

The Customer Home page will allow you to view your profile and see tabs for recent transactions (invoices).

This close-up highlights the "0 Open Transactions" card. The text "0 Open Transactions" is enclosed in a red box, and the "Transaction History" link at the bottom right is also enclosed in a red box.

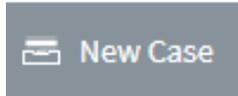
Transaction History will show all previous invoices.

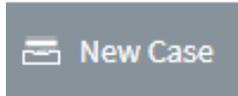
The Customer Home page will also allow you to view your open cases and case history.

This close-up highlights the "0 Your Cases" card. The text "0 Your Cases" is enclosed in a red box, and the "Case History" link at the bottom right is also enclosed in a red box.

Open cases will only show from the start of the new support page. For cases predating the new portal, please call support at 330.830.5570 to request previous ticket information. Alternatively, open a support ticket titled “Archives Request” and someone will get back to you within 48 hours.

2. Entering a new ticket:



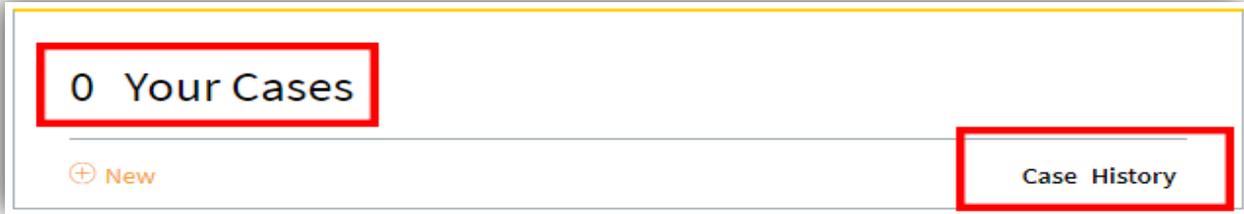
On the Home Page, hit the  tab on the upper left side of the option bar. You will be redirected to the below screen:

A screenshot of a web browser displaying the "New Case" form in the Serversim portal. The browser's address bar shows the URL: serversim.methodportal.com/apps/1fb2e979-3117-4f0f-a199-bb215107cc0d#/c118647e-3552-4f76-9e72-d73bbfba72f. The page header includes the Serversim logo and navigation links for Home, Recent Transactions, and New Case. The form itself has a light blue background and contains several input fields: "Contact*" (a dropdown menu with "John Customer" selected), "Email" (a text field with "support@serversim.com"), "Phone" (a text field with "3308305570"), and "Case Type" (a dropdown menu with "Report a Problem" selected). Below these is a "Subject*" text field and a "Description*" rich text editor with a toolbar. At the bottom of the form is an "Attachments" section with a dashed border and the text "Drop files here or click to browse". In the bottom right corner of the form area, there are two buttons: "Save & New" and "Submit".

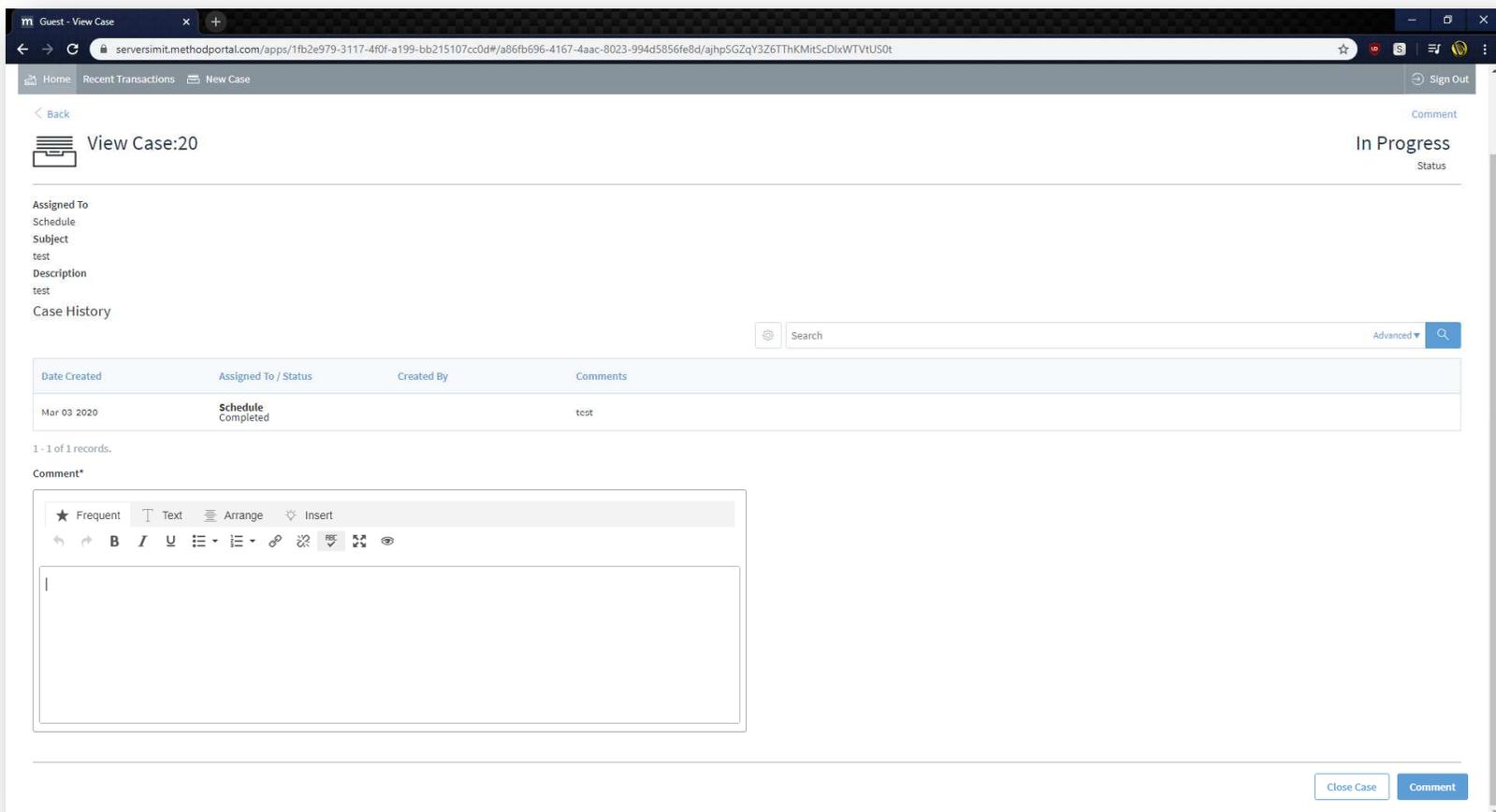
Once you have filled in Subject and Description of the ticket hit the  button in the lower right-hand corner. This will generate a support ticket with a number to track in your open cases.

3: Checking on an existing ticket:

On the Home Page, click the box to the right “Your Cases”



This will bring you to a case history screen that will list your cases with their current status.



View Case:20

In Progress
Status

Assigned To
Schedule
Subject
test
Description
test
Case History

Search

Date Created	Assigned To / Status	Created By	Comments
Mar 03 2020	Schedule Completed		test

1 - 1 of 1 records.

Comment*

★ Frequent | Text | Arrange | Insert

← → B I U | List | Link | Image | Video | Help

Close Case | Comment

Click on the ticket you wish to view to see comments, activities, etc. regarding the ticket and its fix.