Verimatrix Customer Care Portal
First Time Login Instructions & Portal Overview

The Customer Care portal is only available to our partners’ and customers’ staff who have been given access. To get access, simply complete the Portal Request form found here: https://www.verimatrix.com/customer-care-portal-request

In 2-3 days, an email will be sent to your email address that the portal account has been setup. The first time you login you will need to set a password for your user account in the Customer Care portal. Follow these steps to set a new password and login to the Verimatrix Customer Care portal for the first time.

1. Open a new browser window and go to: https://support.verimatrix.com
   Your browser will have the following login prompt:

   ![Login Prompt](image1)

2. Click on the ‘Forgot my password’ link at the bottom of the login window. Your browser will then display the following:

   ![Forgot Password](image2)

   To reset your password for https://support.verimatrix.com, enter your email address and we’ll send you an email with instructions.

   ![Submit Button](image3)
3. Be sure to use the same email address that you provided in the Portal request form, or if you had access, the email you used to login to the previous Verimatrix portal into this prompt and click Submit.

4. Within a few minutes, an email will be sent to your email address with a secure link that you can use to create a password for the new Customer Care portal.

   Note: If the email address you use is not on file (we migrated all of our customer info across from the other portal) or you are new to your organization, you will need to make a portal access request here: https://www.verimatrix.com/customer-care-portal-request

   This email was sent to you because someone requested a password reset on your account.

   Visit the following URL to set a new password:

   https://support.verimatrix.com/password/reset/4CHNuJSSYzSkffY6sQ56LDG6EwTwKXwm0?locale=1

   You can do a regular login at: https://support.verimatrix.com

   This email is a service from Verimatrix Customer Care. Delivered by Zendesk
5. Clicking on the secure link will load the password reset in your browser. Create a unique password that follows the requirements presented on the screen.

6. Once you have created your new password, go to: https://support.verimatrix.com and enter your email address and new password and click ‘Sign In’.
The new Verimatrix Customer Care portal will be displayed.

**Customer Care Portal Overview**

From here you can search the Knowledge base, download documentation, release notes, as well as Submit a Support Request or review any existing support tickets you have submitted.

The new Customer Care Portal is much easier to navigate and find the information you are looking for. Knowledge base articles, Bulletins, Release notes, How-to articles and FAQs are all organized by product and major software version and easily searched.
Searching for specific information is much easier, as you type your search query the Knowledge base will recommend articles based upon your specific key words.

Search results are fast and accurate. The Knowledge base search engine gets smarter over time the more it is used based upon customer voting, and customers can provide feedback on each article to help us improve on the content for everyone.
To submit a support request, click on the large button on the right, or the ‘Submit a request’ link that will be in the top right of any page in the Customer Care portal.
To see and review your current and past support tickets, click on your name in the top right corner of any page, and Select ‘My activities’ from the drop-down menu.

The My activities page will load and show you the current status of your support tickets.

- A ticket with a yellow ‘Awaiting your reply’ status needs your attention.
- A red ‘Open’ status means that a Verimatrix Support engineer is working on your ticket.
- A blue ‘Solved’ status lets you know that your request has been completed.

You can click on the Subject text of any ticket to open it to see all the details of your support request since you submitted it.
To submit a support request, click on the large button on the right, or the ‘Submit a request’ link that will be in the top right of any page in the Customer Care portal.

From the Submit a request screen you can select the type of support request you have and complete the form. This ensures your support request goes to the proper team within Verimatrix to give you the fastest response possible. If you are not sure which support request form to select, the link above the forms will take you to a Knowledge base article with a description of what each form is used for.

Please note that if you have an urgent system emergency, please call the Verimatrix 24-Hour Customer Care Hotline at one of the following numbers:

Toll-Free, USA & Canada: +1-800-574-3856
Toll-Free, Australia only: +1-800-753-045
All other International: +1-858-764-5300