

Email address

Password

[\(Help! I don't know what to enter here!\)](#)

Remember me on this computer

Login

Logging in to the help desk

To log in to the help desk, enter your email address and password. You may also be able log in using other popular services such as Twitter and Facebook. If these services are available, they'll be shown on the login page.

Email address

Password

[\(Help! I don't know what to enter here!\)](#)

Remember me on this computer

Login

Sign in using

[twitter](#) [facebook](#) [G Google](#) [OpenID](#)

or

You'll need to step through a short authorization process for each service before you can log in to the help desk.

Choosing your language preference

The help desk may support your native language. If it is supported, you can select your language as the default language for your help desk. You'll see a language selector in the menu bar.

ENGLISH

[Deutsch](#)

[Italiano](#)

[Nederlands \(Dutch\)](#)

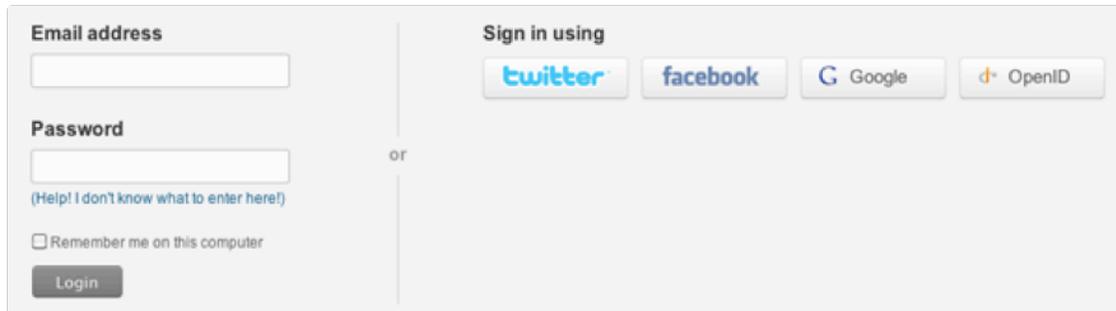
Select your language from the list and your help desk immediately displays the language you've

chosen.

As a registered user, your selection is saved and your language is displayed each time you log in to the help desk.

Logging in using external accounts

You may also be able to log in to the help desk using your Twitter, Facebook, Google, and OpenID accounts. If any of these log in options are available, they are shown on the log in page.

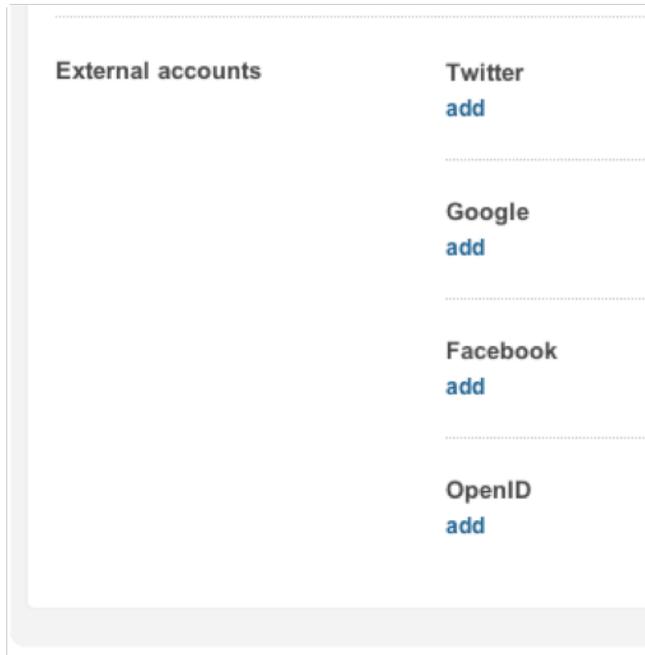


The screenshot shows a login form with two columns. The left column contains an 'Email address' field, a 'Password' field with a '(Help! I don't know what to enter here!)' link below it, a 'Remember me on this computer' checkbox, and a 'Login' button. The right column is titled 'Sign in using' and features four buttons: 'twitter', 'facebook', 'G Google', and 'OpenID'. A vertical line with the word 'or' is positioned between the two columns.

To log in using these external accounts, you first need to set them up to authorize the help desk to use them. You can do this by adding them to the **Identities** tab of your user profile.

To set up external accounts

1. Log in to the help desk.
2. Select the **Profile** link (located above the menu bar).
3. Select the **Identities** tab.
4. In the **External Accounts** section, locate the external account you want to set up and then click **Add**.



5. Follow the prompts to log in to your external account and authorize the help desk to use the account. The authorized account is added to the **Identities** tab.
6. The next time you log in to the help desk, click the external account that you want to use to log in.

Changing your password

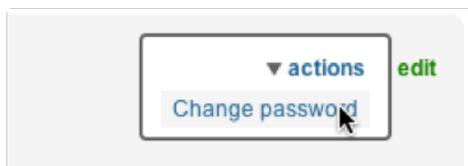
You can change your password at any time by logging in to the help desk and updating your user profile.

To change your password

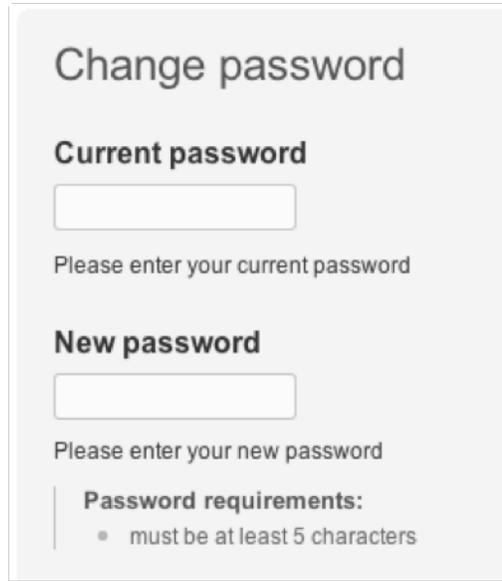
1. Log in to the help desk.

If you've forgotten your password, you can request to have your password reset by clicking the **Help! I don't know what to enter here!** link on the login page.

2. After you've logged in, select the Profile link (located above the menu bar).
3. To change your password, select **Actions > Change Password**.



4. You'll be prompted to enter your current password and then a new password.



Change password

Current password

Please enter your current password

New password

Please enter your new password

Password requirements:

- must be at least 5 characters

5. Click **Change Password**.

Searching the knowledge base for answers

Others may have already experienced the support issue you're having and there may be a knowledge base article describing how to deal with it. If so, you may not need to request support at all, just locate the answer in the knowledge base.

How to search the knowledge base

1. Select **Forums** from the menu bar.

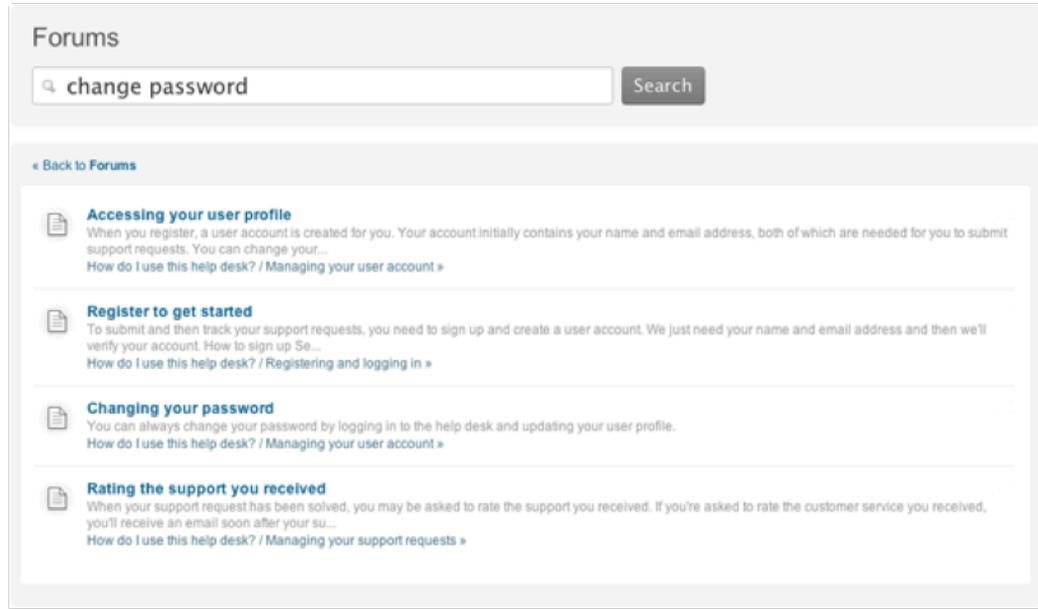


2. The Forums search box is at the top of the page. Enter words that describe your issue. Be as specific as possible.



Forums

3. Knowledge base articles that contain those words appear. You can then read the articles to see if your question has already been answered.



4. Some articles allow you to add comments. If you have a related question, scroll to the bottom of the article and then click **Add a comment**. You may receive an answer to your question from a support agent or another customer. When you add a comment to an article, you are subscribed to it and updates made to the article are sent in email so that you are immediately notified.