

Blendtech Customer Support Portal – How-to Guide

Key Information

Blendtech Support Portal: <https://blendtech.freshdesk.com/support/home>

Blendtech Support Email: helpdesk@blendtech.com Or support@blendtech.freshdesk.com

Blendtech Support Contact number (24/7): +1 (905) 669-5712


How to register/login to Customer Support Portal

1. Go to Blendtech Support Portal @ <https://blendtech.freshdesk.com/support/home>
2. Sign up for a new account by clicking on “Sign up” at the top right corner. Enter your Full Name and work Email. Click on “I’m not a robot” checkbox and click on “Register” button. If you are already registered, proceed to step #4


Sign up for your BLENDETECH, A division of PT Industrial Electric Co. account

Full name *

Email *

☐ I'm not a robot 
reCAPTCHA
[Privacy - Terms](#)

3. Freshdesk will send an ‘Activation link’ to the provided Email. Click on the ‘Activation link’ to activate your account. Select a password to use for your account.
4. Login to the support portal by clicking on “Login” and entering your email & password.
5. Once you are logged in, the support portal looks like the below screenshot:


BLENDTECH, A division of PT Industrial Electric Co.
Welcome Test Customer
Edit profile - Sign out

Home
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How can we help you today?

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- 📄 [Check ticket status](#)
- ☎ [+1 \(905\) 669-5712](#)

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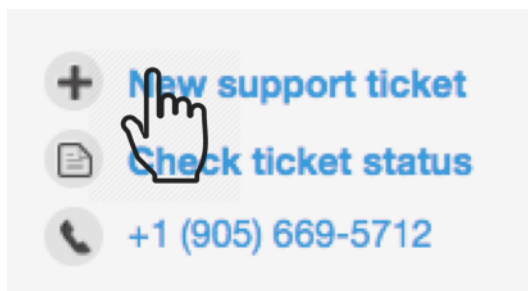
- 🗣 [Announcements \(0\)](#)
- 💡 [Feature Requests \(1\)](#)
- 💬 [Toptech User Forum](#)
Posted by Shawn Connor, a year ago
- ? [Tips and Tricks \(1\)](#)
- 💬 [MARK III SI Smart Additive Injector](#)
Posted by Luiz Antonio de Mello Frederico, a year ago
- i [Report a problem \(1\)](#)
- 🖨 [BOL printer](#)
Posted by Kevin Robert Smith, 3 years ago

For more help on using Customer Support Portal, refer to Freshdesk Help @ <https://support.freshdesk.com/support/solutions/articles/37540-using-the-customer-support-portal>

How to Open a Ticket

Method #1 – Customer Support Portal

1. To open a new support ticket, click on the link “New support ticket”.





2. Fill out the information in the form as shown below. Fields with * are mandatory. Click on 'Submit' button after filling out the information. You will receive an email from Freshdesk confirming receipt of your ticket.

Submit a ticket

Requester *

Site Location (Town,
Province/State,
Country) *

Subject *

Description *

B *I* U

[Attach ^](#)

Submit

Cancel

Method #2 – By Phone

1. Call the Support Contact Number mentioned on the portal (24/7): +1 (905) 669-5712
2. Provide all the information about the issue/complaint/info-required/inquiry to the agent on the phone. The agent will Open a ticket on your behalf. You will receive an email from Freshdesk confirming receipt of your ticket.

Method #3 – By Email

1. Send an email to support@blendtech.freshdesk.com with complete description of the issue/complaint/inquiry.
2. You will receive an email from Freshdesk confirming receipt of your ticket.

Using Customer Portal

Customer Portal displays all tickets submitted by you in one place. You can check the status of an 'Open' ticket by clicking on "Check ticket status". You can also click on the "Tickets" tab and see all your tickets with their status. You can reply to messages from agents, mark a ticket as "Closed" and even add other people to the conversation.

If a reply is sent to a "Closed" ticket, the ticket will be automatically re-opened and will remain "Open" until it is resolved.

Once a ticket has been marked as "Resolved", the ticket will automatically close in 48 hours.

Make sure you respond to "Satisfaction survey" sent to your email once a ticket has been resolved & closed. Your feedback is valuable to us and helps improve our customer support.