

## Blendtech Customer Support Portal – How-to Guide

### Key Information

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

Blendtech Support Email: [helpdesk@blendtech.com](mailto:helpdesk@blendtech.com) Or [support@blendtech.freshdesk.com](mailto: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 BLENDTECH, A division of PT Industrial Electric Co. account

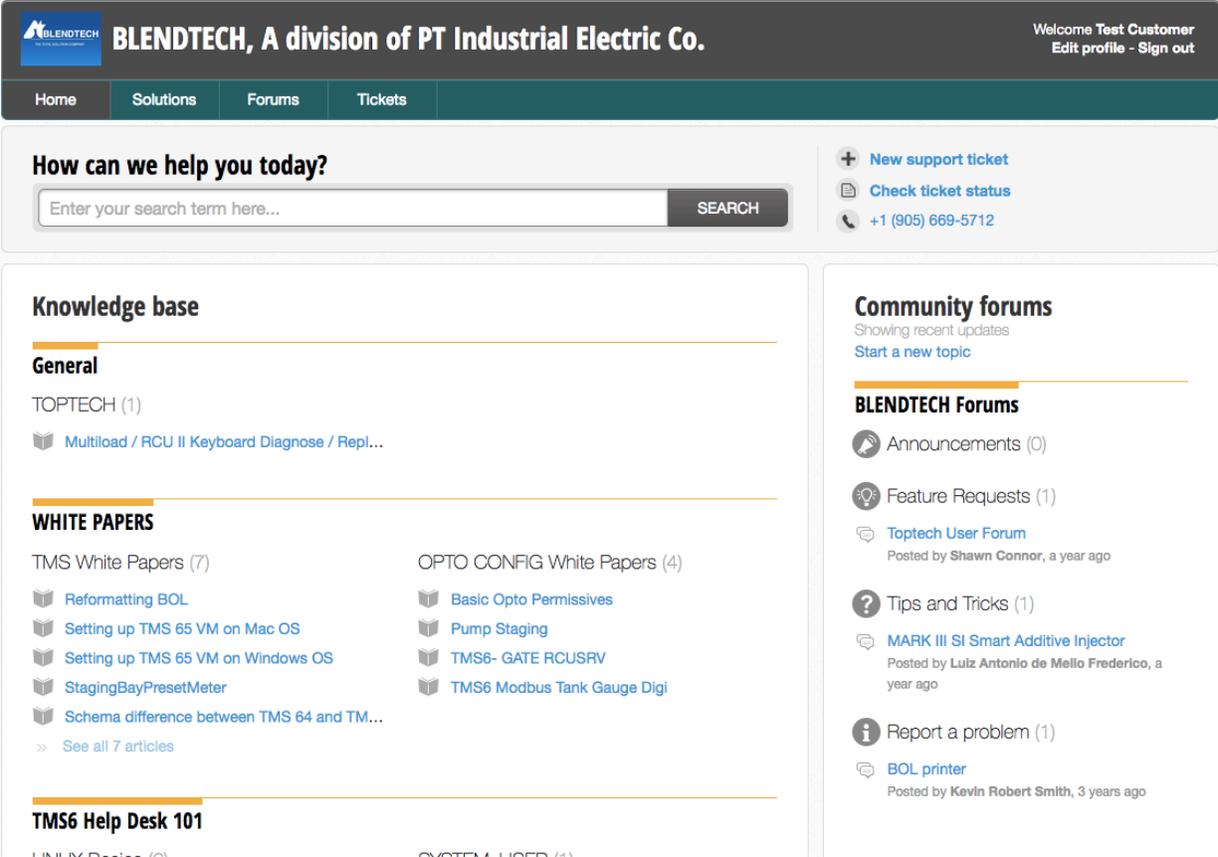
Full name \*

Email \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

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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:



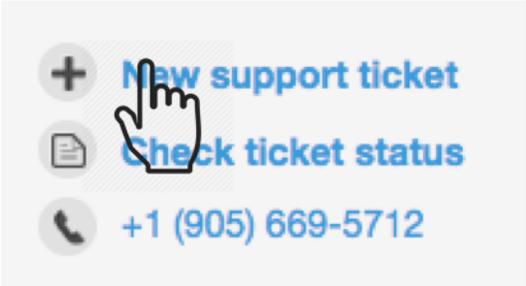
The screenshot shows the BlendTech Customer Support Portal. At the top, there is a navigation bar with 'Home', 'Solutions', 'Forums', and 'Tickets'. Below this is a search bar with the text 'How can we help you today?' and a 'SEARCH' button. To the right of the search bar are three links: '+ New support ticket', 'Check ticket status', and '+1 (905) 669-5712'. The main content area is divided into two columns. The left column is titled 'Knowledge base' and contains sections for 'General' (with a link to 'TOPTeCH (1)') and 'WHITE PAPERS' (with links to 'TMS White Papers (7)' and 'OPTO CONFIG White Papers (4)'). The right column is titled 'Community forums' and lists various forum topics such as 'Announcements (0)', 'Feature Requests (1)', 'Tiptech User Forum', 'Tips and Tricks (1)', and 'Report a problem (1)'. The bottom of the page shows the start of a 'TMS6 Help Desk 101' section.

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](mailto: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.