

SAINT has migrated to a new Technical Support Process

SAINT continues to grow and is in a continuous process of evaluating how we can make improvements and enhancements to our support services. SAINT now has a new, improved technical support process; with improved ticketing, notification, tracking and reporting capabilities.

We've heard your suggestions, and have implemented a process that is easy to access, simple to use, and offers some of the improvements that you've asked for. So, if you are an active, licensed customer of SAINT, you can take advantage of this new support environment by following 5 simple steps:

Set Up Your Support Account

Step 1: Log into the customer portal at <https://www.saintcorporation.com/cgi-bin/secure/customer/logon.pl>

Step 2: Click on create/view tickets under the Support portal and it will take you to:
<https://support.saintcorporation.com>.

Step 3: From the SAINT Technical Support page, select to [Sign up to submit and track your requests online.](#)

Step 4: Complete the requested fields and click the "Sign Me Up!" button.

A welcome e-mail will be sent to verify your e-mail address.

Step 5: Open the link in the welcome e-mail. You will launch the SAINT Support Site at <https://support.saintcorporation.com/home> with a welcome message that reads *"You've been verified - welcome to your help desk!"*

Using the SAINT Support System

Once you've created your account, you can access the SAINT Support system from any web browser, either through the hyperlink provided on the mySAINT backend portal page or even by creating a browser favorite for this Home Page for immediate access whenever you need it.

Some of the features we've introduced include:

- Submitting a Request – This option provides a web-based form for entering detailed information about your inquiry (how to; feature request; bug report; etc.) and automatically generates a service ticket for review and assignment. Note: Direct e-mail to the support email box is no longer supported. You can also add screen captures or other documents via attachments to assist the engineers in their research and responding quickly and accurately to your request.
- Check the Status of Existing Requests – Definitely our most requested feature request. You can now see the status of open requests, as well as view recently solved or closed requests.
- Notifications – Our tickets system now provides feedback to you when you submit a ticket to let you know the ticket number and status; as well as notifying you when an engineer has been assigned; when other actions have been taken or need your attention; and when the status changes until it is finally solved and closed.
- All new Knowledge-based (KB) articles and customer forums.