

Instructions for using Belmont Labs Customer Support page

The new Customer Support page will allow you to electronically submit questions, issues, or suggestions to Belmont Labs anywhere where you have internet access. This is a simple and convenient alternative method of getting your questions or issues answered, without the need to call in and speak directly with a Project Manager.

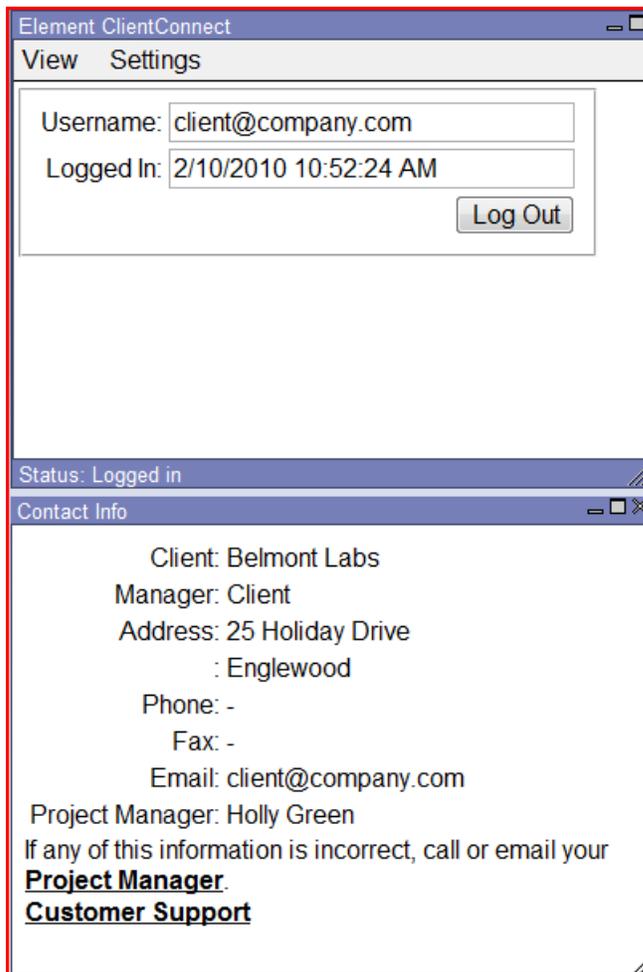
1. To begin with go to our website, www.belmontlabs.com.
2. Click on the “Click Here To Log In” button to log into Client Connect.



3. Click on the ‘Client Connect’ link at the top of the home page.

The screenshot shows a window titled 'Element ClientConnect'. Inside the window, there is a login form with two input fields: 'Username:' containing 'client@company.com' and 'Password:' containing a series of dots. To the right of the password field is a 'Log In' button. Below the form, there is a message: 'If you have lost your password or would like to change it, call or e-mail your Project Manager.' At the bottom of the window, there is a status bar that reads 'Status: Not logged in'.

- This will bring you to the Client Connect login page. Log in using your customer username and password assigned to you by your Project Manager. If you do not yet have a username and password, please contact your Project Manager to get your access information set up.
- Once logged in, you will be taken to the main Client Connect interface page. You will notice near the bottom of the left side of the screen that there are two hyperlinks. Clicking the 'Project Manager' link will open an email dialog box to your assigned Project Manager. Clicking the 'Customer Support' link will take you to the new Customer Support page. *Note that you'll need to have any pop up blockers in your browser turned off to see the new page.



- Once logged into the Customer Support page, you will be able to see any previous tickets that have been created. You can also create a new ticket by clicking on the 'New' button.

Customer Support

Logout NEW

Test Company Open <--Category-->

	Ticket	Category	RespondBy	Subject	Action	Opened	Closed
<input type="button" value="Select"/>	63	Question	Phone	Bottle type?		2/10/2010	

- Clicking the 'New' button takes you to a new screen where you can enter the type of support that you need (Question, Problem, Suggestion, Other), and how you would like to be contacted in order to resolve the issue.

Customer Support

Logout

Category

RespondBy

Subject

Details

- Simply fill out the appropriate information and click the 'save' button. We will take it from here and contact you as soon as possible (if required) with the resolution of the issue. Simply click the 'logout' button to leave, or close your browser window.