



## How to gain access to Customer Service Portal

To gain access to our upgraded Customer Service Portal, please fill out Portal Request form located at <http://watchguardvideo.com/portal-access-request> . You can get to this link from our website [www.WatchGuardVideo.com](http://www.WatchGuardVideo.com), then click on Support and select Portal Request Form.

The screenshot shows the WatchGuard website's navigation menu with options: HOME, PRODUCTS, VIDEOS, SUPPORT, ABOUT, CONTACT. A yellow banner below the menu lists 'Product Lines' with links for '4RE', 'DV1', and 'CopVu'. The main content area is titled 'PORTAL ACCESS REQUEST' and contains the following form fields:

- Title / Rank
- Name \* (split into First and Last)
- Company Department \*
- Address (split into Street Address, City, State / Province / Region, Zip / Postal Code, and Country)
- Email \*

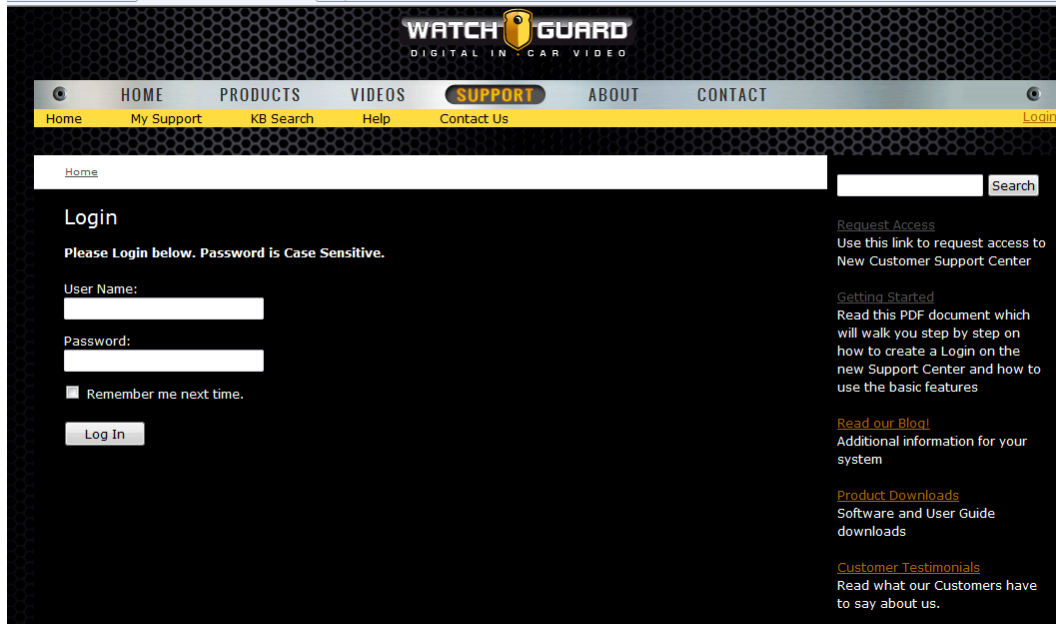
A 'Submit' button is located at the bottom of the form.

The form is pretty straight forward, it asks for your rank, name, department, address, email, etc..... We may have gotten this information from you in the past but please fill out the form completely using your most current information.

A few things to **\*NOTE\*** If at all possible, please use your email address that you have through your department. If you do not have an email address with your department, a hotmail or yahoo address will work as well.

Once you submit this form, our Customer Service department will create your Portal profile. You will receive email with your Portal access information.

Customer Service Portal is located at <http://cs.watchguardvideo.com:8081> . Login with your username and temporary password (password is case sensitive) provided to you in the initial email from Customer Service Department.



Once you are logged in, you can create new Customer Service ticket and also update and view your existing and closed support tickets via this portal. You can also update your profile information including password. For more information on how to use Portal, please refer to How to User Portal Guide.