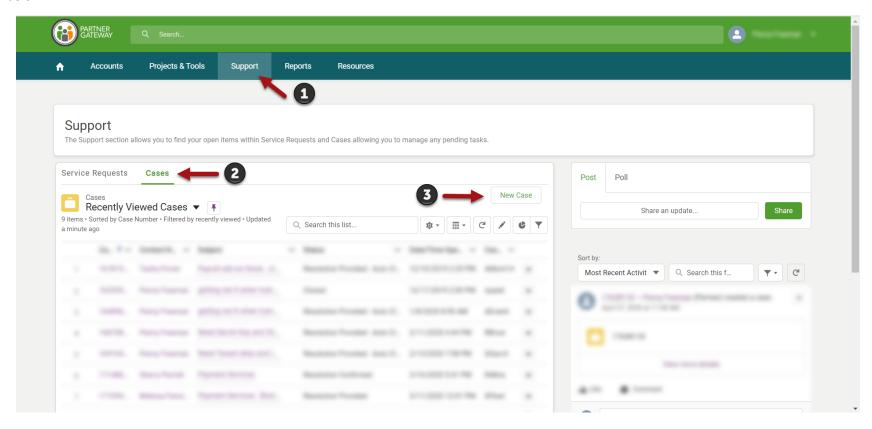# Submitting Cases for Access Issues

As part of the new Partner Support initiative we will now be assiting with any access related issues via cases as opposed to emails sent to the Partner Services Help. Access related issues include but are not limited to any password, permissions, or general login issues you might be experiencing with your UltiPro SaaS credentials. Please see the below screenshots and instructions on how to log a case so that it will be routed to our team as quickly as possible.

Login to the Partner Gateway and select the **Support** option on the menu bar. Next select the **Cases** option and **New Case** button pointed out below.

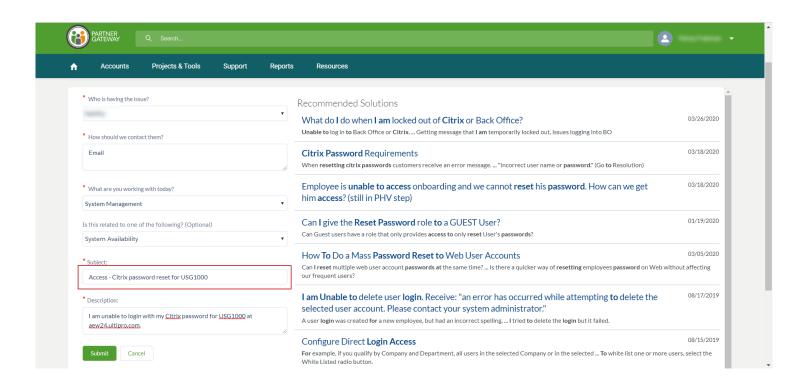Please see below for details on how to complete each case field.

Who is having the issue? – Please select the name of the Partner that you work for.

How should we contact them? – This field is more for when you are logging a case on behalf of a customer. Due to the volume of access issues we receive our team will initially contact you by commenting directly on the case itself. What you input here does not have any implications so feel free to just put N/A or something along those lines.

What are you working with today? – System Management

Subject – **Please start the subject with the word <u>Access</u>**. Doing this will immediately route your case to our team resulting in the quickest resolution. Follow this with a brief explanation of your issue.

Description – Detail the issue you are experiencing and be sure to include the customer's name and/or AR #. If you are having issues logging in please be sure to include the URL where you are attempting to do so. Once submitted, you will have the option to include a screenshot.

Once you select the **Submit** button on your case you will be brought to the below screen. Screenshots can be very helpful to our team with troubleshooting so feel free to attach one to the case using the **Upload File** button shown below. If no screenshot is attached but we determine one is needed we will comment on the case requesting this be added.