
Customer Portal User Guide

Trabian Technology, Inc.

2022



TRABIAN

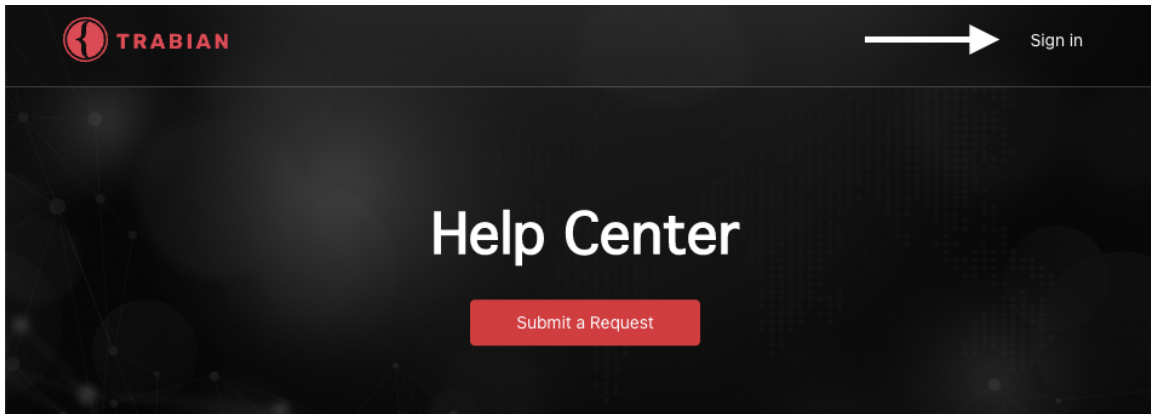
Purpose

At Trabian we are committed to meeting the needs of our customers and providing positive and simple ways of engaging with our team. The Trabian Customer Portal is a secure way for customers to reach out to the Trabian team to request functionality, report issues or simply ask questions. We are here for you!

Getting Started

Logging into the Customer Portal

1. Visit support.trabian.com
2. Click **Sign In** in the top right corner of the page



3. Enter your login credentials

A screenshot of a "Sign in to Trabian" modal form. The form is white with a black border and a close button (X) in the top right corner. It contains the following elements:

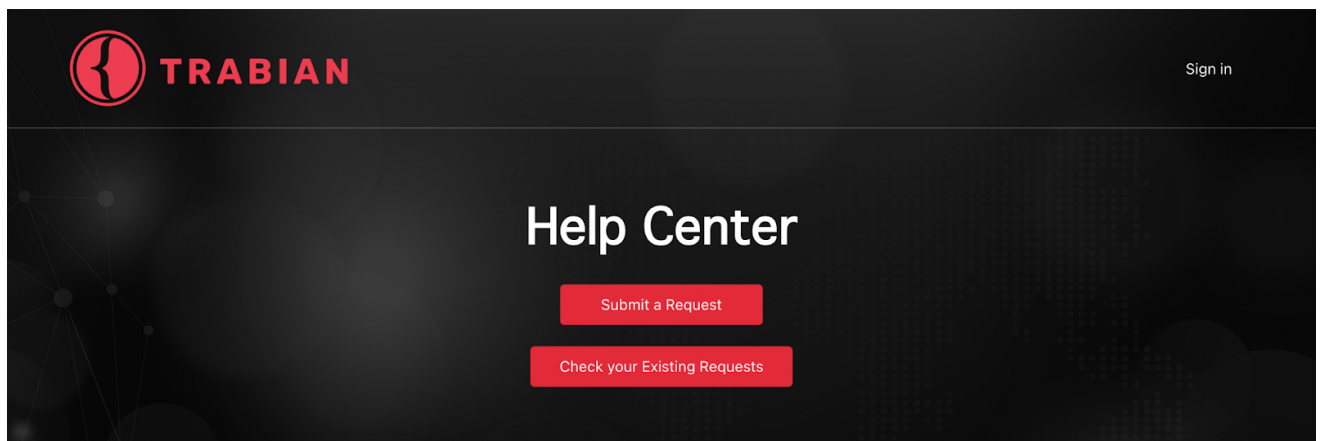
- The title "Sign in to Trabian" centered at the top.
- An "Email" label above a white input field.
- A "Password" label above a white input field.
- A blue "Sign in" button.
- Two links: "I am an Agent" and "Forgot my password".
- A link: "New to Trabian? Sign up".
- A link: "Have you emailed us? Get a password".
- A paragraph of text: "If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though."

1. Your username will be your email address.
2. You should have received an email to create a password, which will be used for logging into the customer portal.
3. If you cannot remember your password, click **Forgot my password** to reset.
4. Please reach out to your Project Manager if you need additional assistance.

Interacting with the portal

Submitting Requests

1. Once you are logged in, under the Help Center, click the Submit a Request button.



FAQ

Announcements

Contact

2. Choose the **Product/Service**

[INSERT UPDATED IMAGE]

3. Enter the Requested Needed Date. **Note that SLAs are listed in your MSA and that putting the requested needed date does not guarantee that work will be completed at that time.

Requested Needed Date



You can expect to hear from us within our three business day SLA. Normal business hours are 8AM – 5PM CT, Monday through Friday. Should you need immediate attention during normal business hours, please increase the priority for this case to high. Cases requiring a completion with high urgency will be billed at double the Web Services hourly rate at a minimum of one hour (minimum \$400.00). If possible, an escalated case will be completed on the same day if received by 3PM CT.

4. Enter the **Type of Request:**

Type



-
Question
Incident
Problem
Task

Questions - Choose this option if you have questions regarding the product/service.

Incidents - Choose this option if your financial institution is experiencing an incident (e.g., outage, other incident).

Problems - Choose this option if you are experiencing an issue with your product/service (e.g., functionality is not working properly).

Tasks - Choose this option if you have a

5. Enter a **Subject** regarding your request

Subject



6. Enter a **Description** regarding your request

Description



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Please enter the details of your request. A member of our support staff will respond as soon as possible.

7. **Attach** any files that will help technical support with your request (e.g., screenshots of the issue).

Attachments (optional)

Add file or drop files here

8. When everything looks good, click the **Submit Button**

Submit



Responding to Requests

1. After you submit a request, you should receive an email notifying you that your request has been successfully received as well as the ability to engage with your request directly in the customer portal.
2. When there are updates from the support team, you will receive emails with the comments from the request.
3. To respond, you may log into the customer portal at support.trabian.com or respond directly in the email.