Telestream Support Portal
Frequently Asked Questions (FAQs)

Our new customer portal is expected to go-live on July 11, 2022. Upon go-live the portal will be undergoing regular updates. Please bear with us as we roll out functionality and strive to: improve case management processes, enable better features for communication and case resolution, and increase efficiency and time savings for all of our valued customers and resellers.

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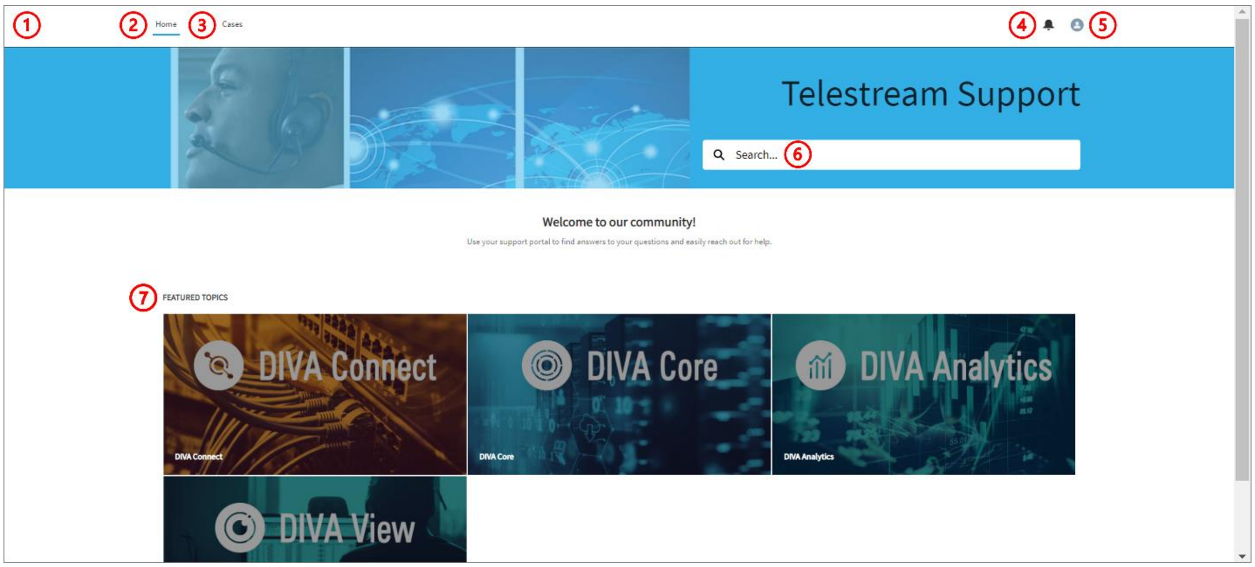
Q: Who do I contact if I need help accessing the portal?

A: Telestream Technical Support at:

Phone: 877-257-6245 **International:** 530-470-2036

Q: How do I get started in the portal?

A: After you sign-in to the customer portal, you will be oriented to the home screen (1).



To orient back to the home screen anytime, click "Home" (2), which will remain in the top left hand corner of your screen as you navigate the portal. To submit a new case, click "Cases" (3), also in the top left-hand corner of your screen. Notification alerts (4) are in the top right-hand corner along with your account/profile details (5). "Search" the portal (6) for information or follow a link for "Featured Topics" (7) by clicking on the desired image.

Q: How do I find a knowledge article for self-service?

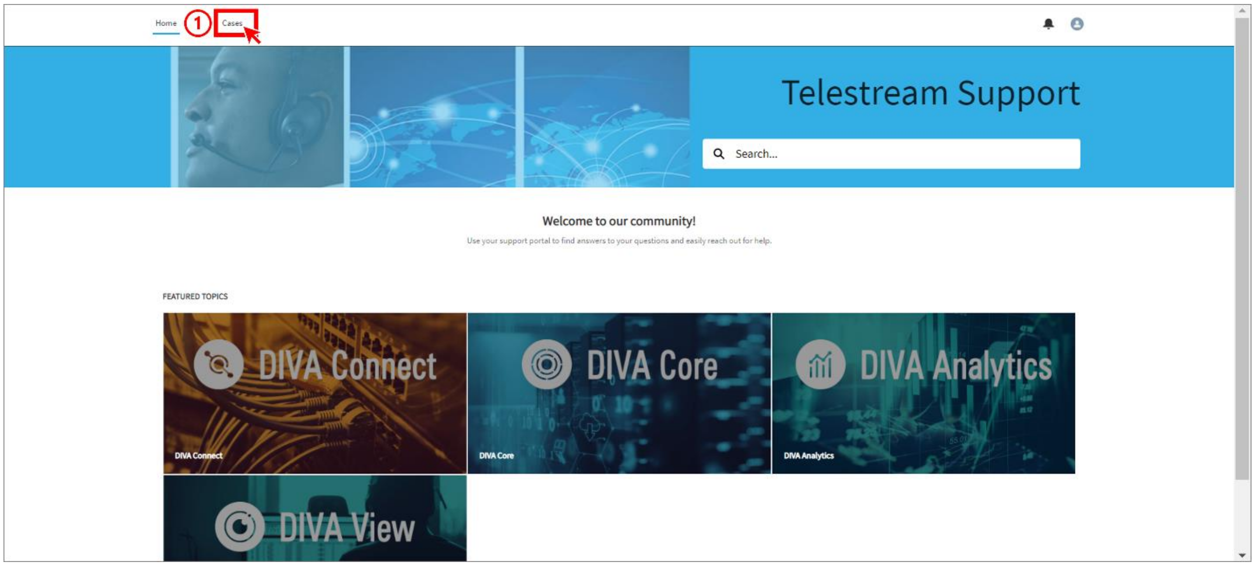
A: Use the "Search" functionality or access information for the desired product by clicking on the corresponding "Featured Topics".

Q: What if I can't find an article in the portal?

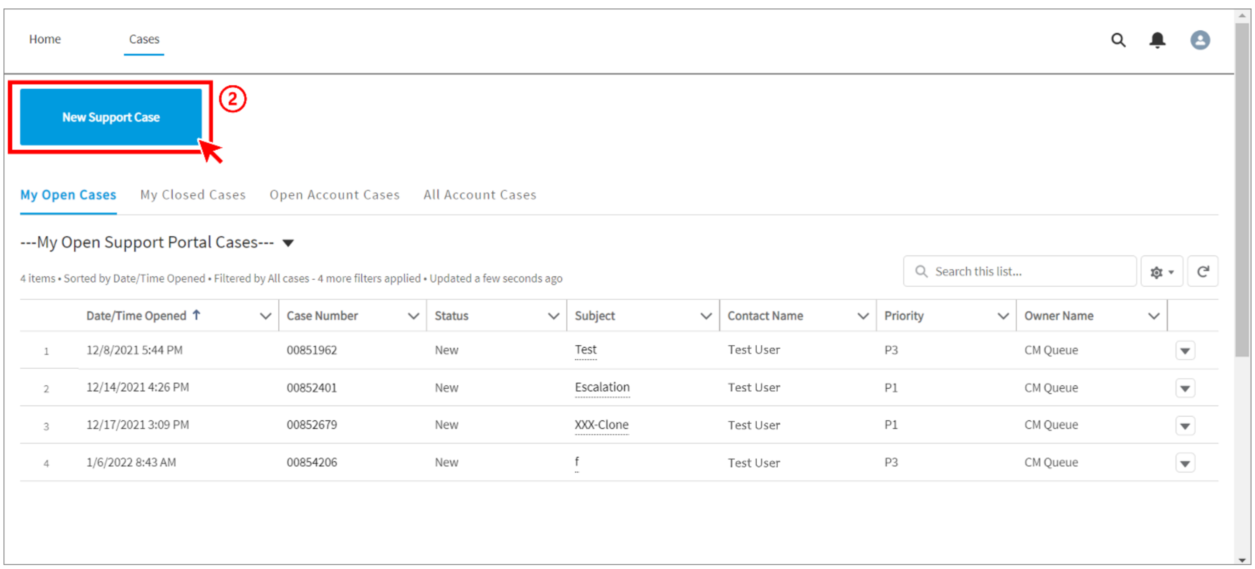
A: Open a case and submit a request for the information you are seeking.

Q: How do I open a case?

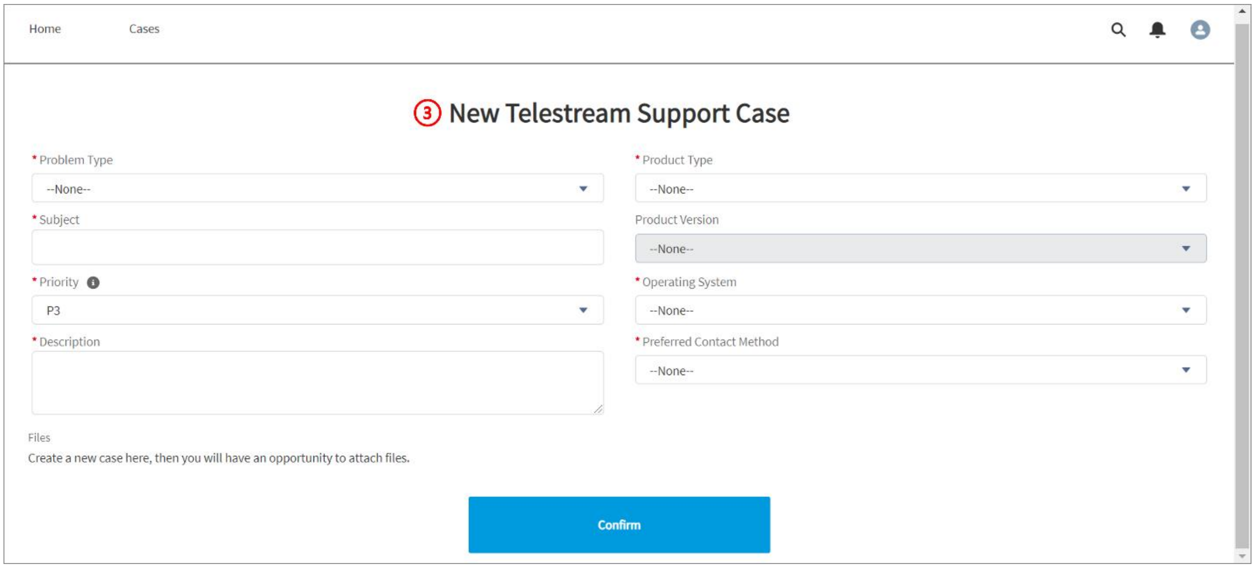
A: First, click on "Cases" (1).



You will be taken to the case management screen. Click on "New Support Case" (2).



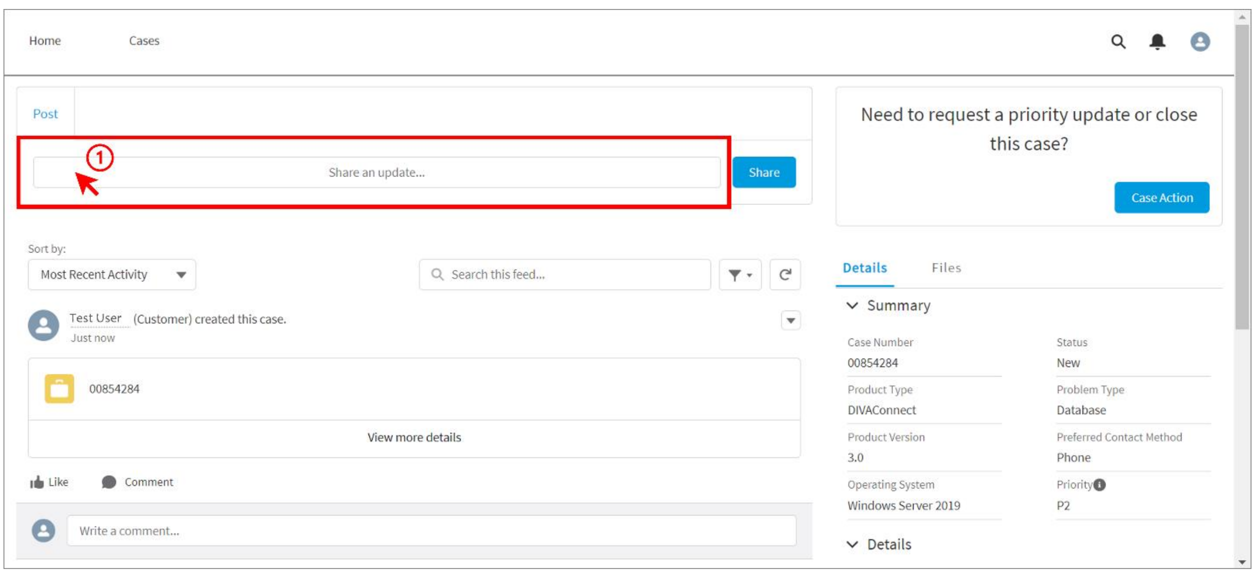
Next, complete your case submission by filling out all required fields, and as much additional information as possible, on the "New Telestream Support Case" (3) screen.



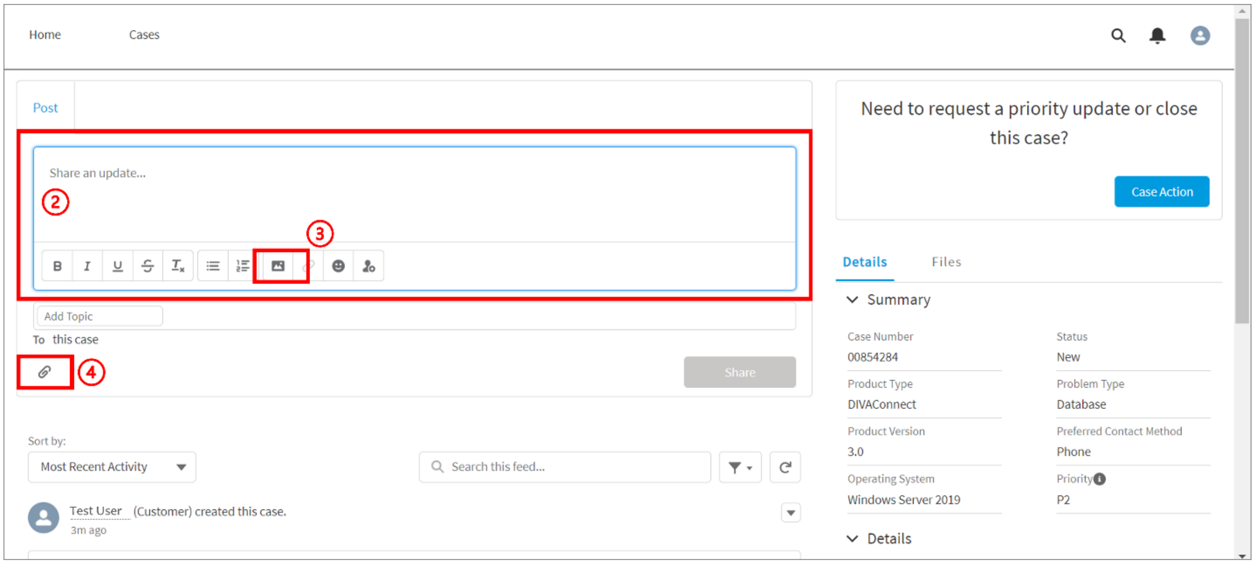
Click Confirm.

Q: How do I attach a file to my case? What else do I need to include?

A: After you click "Confirm", the portal will navigate you automatically to the case.



Click in the "Share an update..." field to activate the post functionality (1).



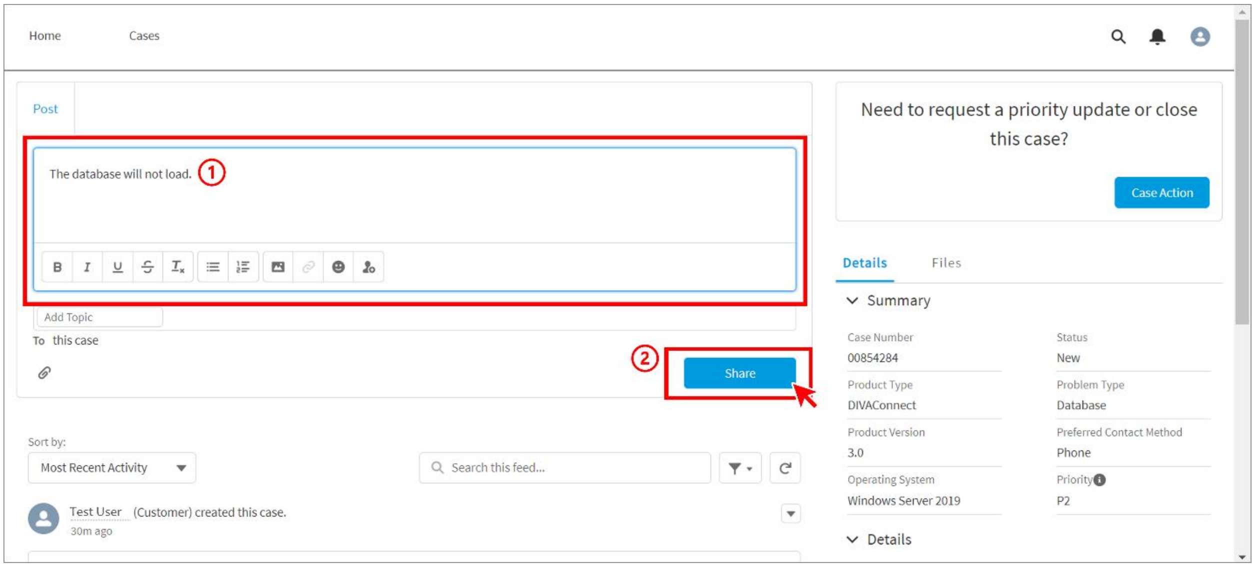
You can copy and paste a photo into the "Share an update..." field (2). You can also upload a photo using the photo icon (3). In order to attach a file, click the file icon (4) below the "Share an update..." field.

It is the most helpful for the Support Engineer assigned to your case to have all available context and information. Including relevant files and photos/screen shots will, in many cases, expedite the support process.

Q: How do I send a message to the Telestream support team?

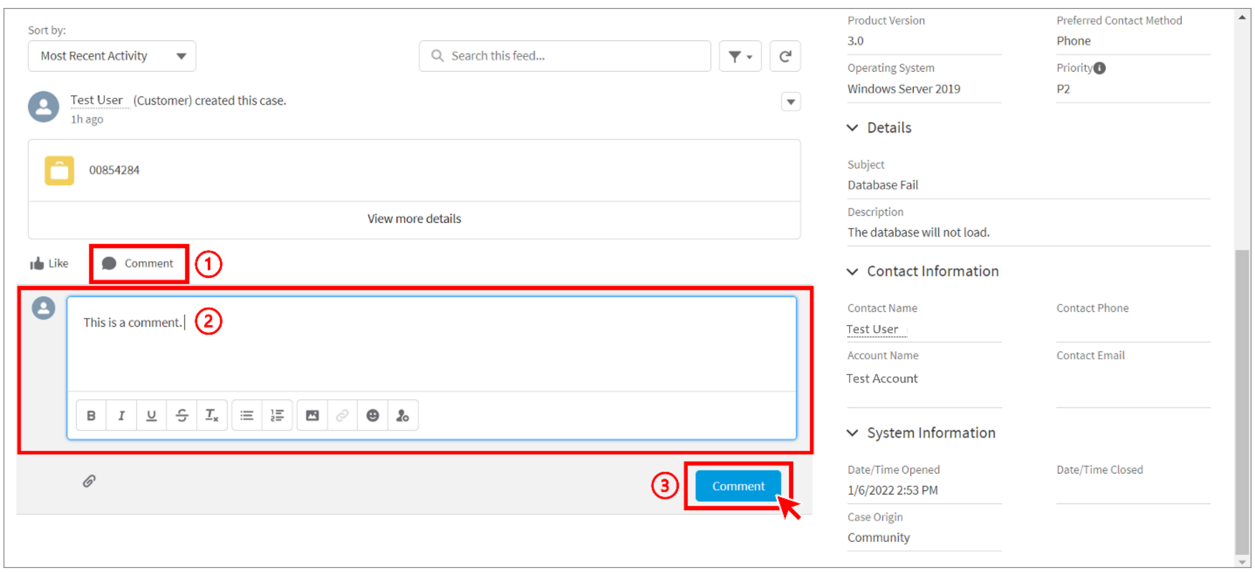
A: After you submit your case, all communication can be done within that case within the customer portal. There are two ways to submit a case message.

Option 1: Use the Post function.



Write your message in the text box (1). Click "Share" (2) to submit.

Option 2: Use the comment function.



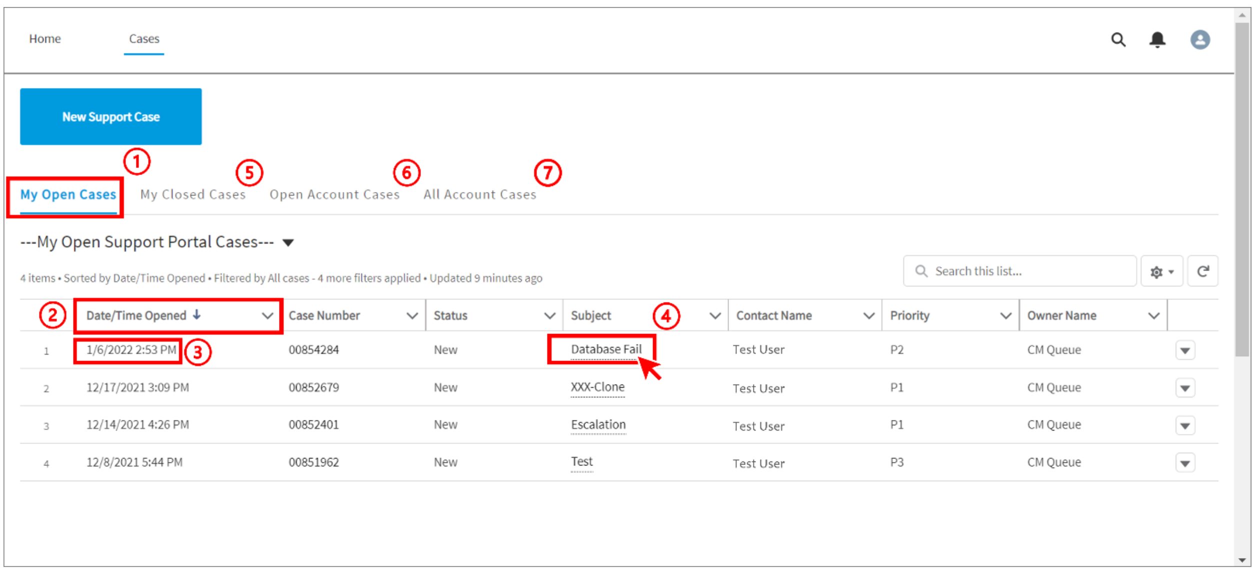
Under each post, within the case conversation, there is an option to comment (1) on that post, specifically. Any message added as a comment will show up under the parent comment and remain attached to the post it is associated with. After writing your comment in the text box (2), click "Comment" (3) to submit.

Q: How will I know Telestream has responded to my post, comment, or case?

A: You will get an email notification letting you know that someone has responded. The email notification will include a link to the portal where you can view and address the response from Telestream support. You can also log into the portal at any time and review your case, including posts/comments/responses. You can also, very simply, respond to the email, which will add your email text as a comment to the case.

Q: How do I know my case has been submitted?

A: By checking your Cases list within the portal itself, you can see what has been officially submitted. Cases that have been successfully submitted to Telestream support will appear in the list.



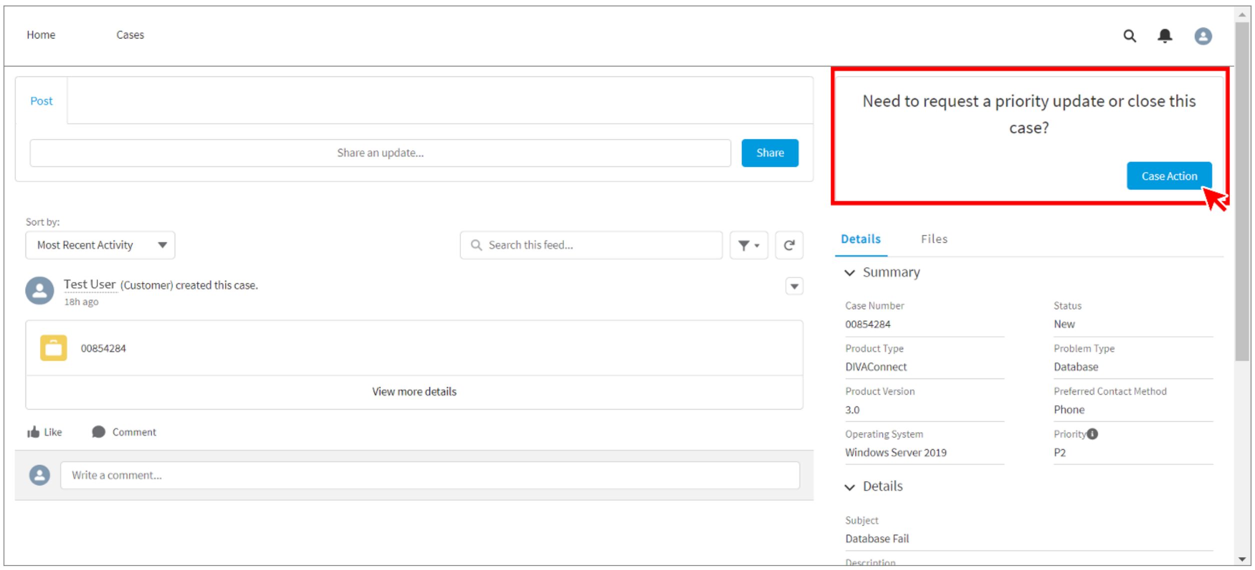
To view your active cases, click the "My Open Cases" (1) tab. You can sort the list by clicking on "Date/Time Opened" (2) until the down-pointing arrow appears to assess which case has been submitted most recently (3). To open your case, click on the Case Number or the Subject (4). Use the other tabs (5-7) to view your history of closed cases and all account cases.

Q: Will I get an email notification when my case is created? What email notifications will I receive?

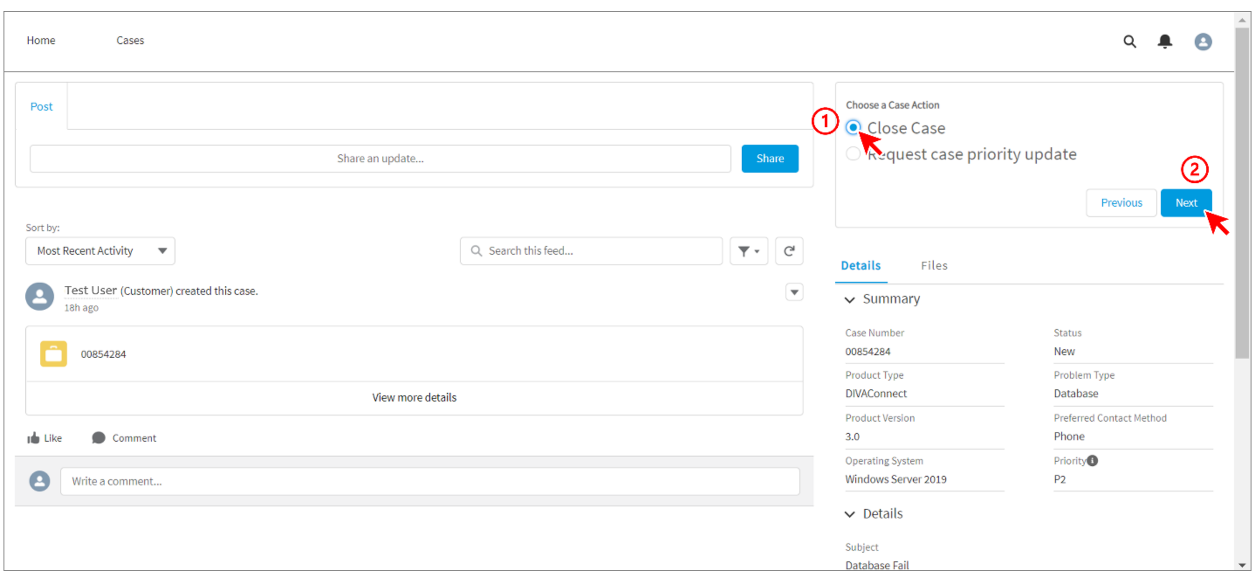
A: You will only get email notifications when Telestream support updates to your case. You **will not** get an email notification confirming case creation. You can, however, manually check that the case was created by reviewing your "My Open Cases" list (see previous question).

Q: Can I close my own cases without waiting for Telestream support to close them?

A: You can request your case to be closed by completing a "Case Action".



Choose "Close Case" (1) and click "Next" (2).



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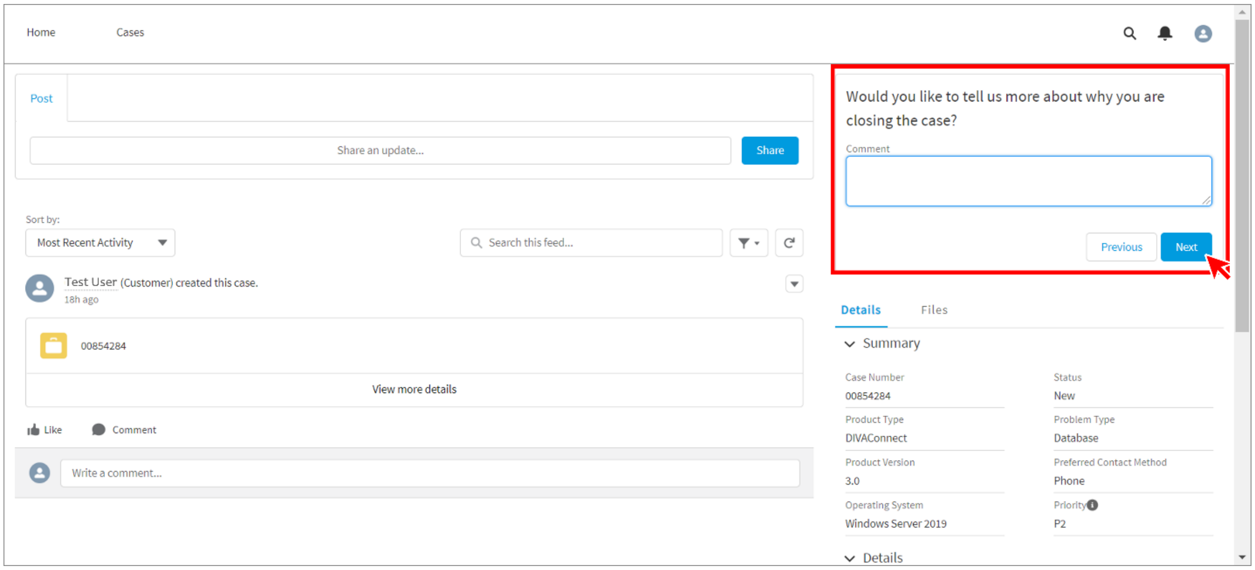
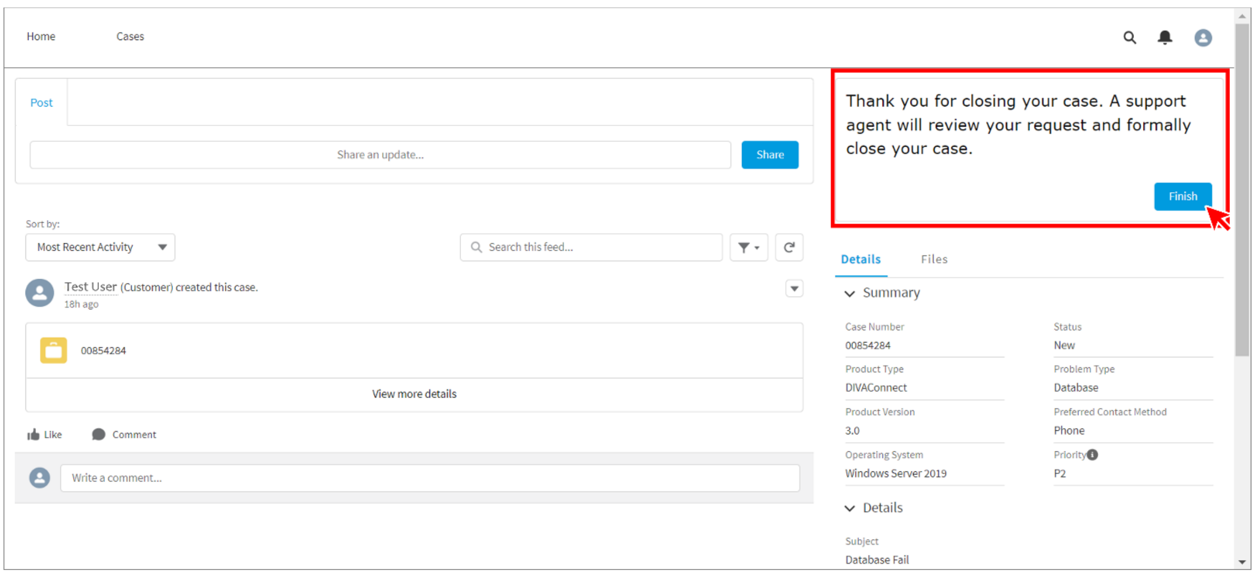
You will then be given the option to include details about closing your case.

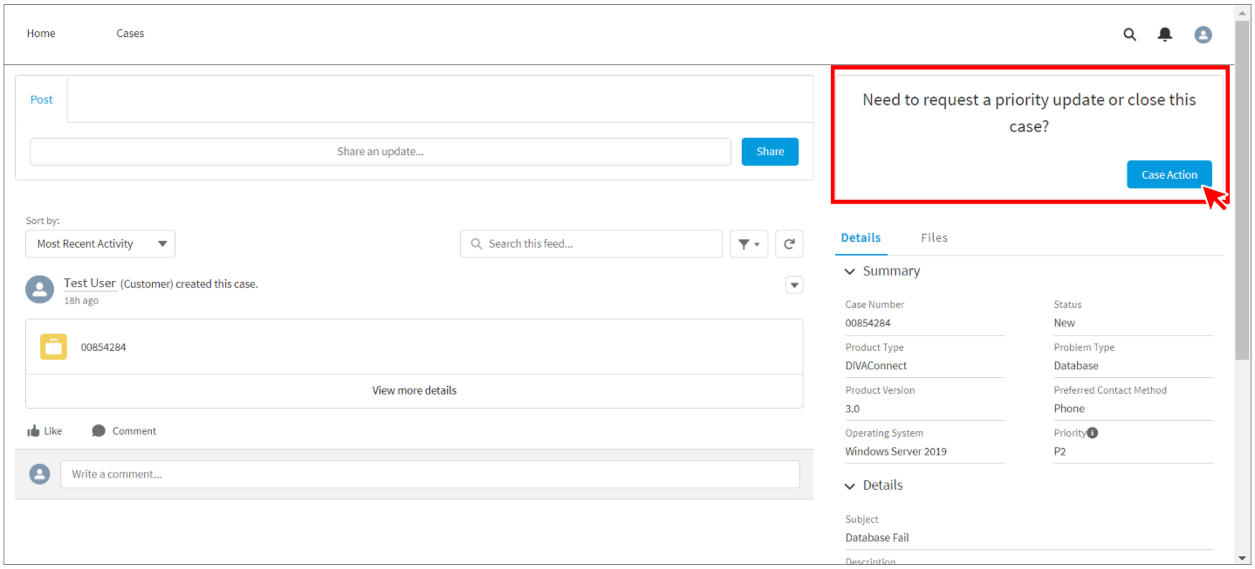


Click "Next" to progress to the next screen, where you can "Finish" your request to close your case. A support engineer will then review and take next steps.

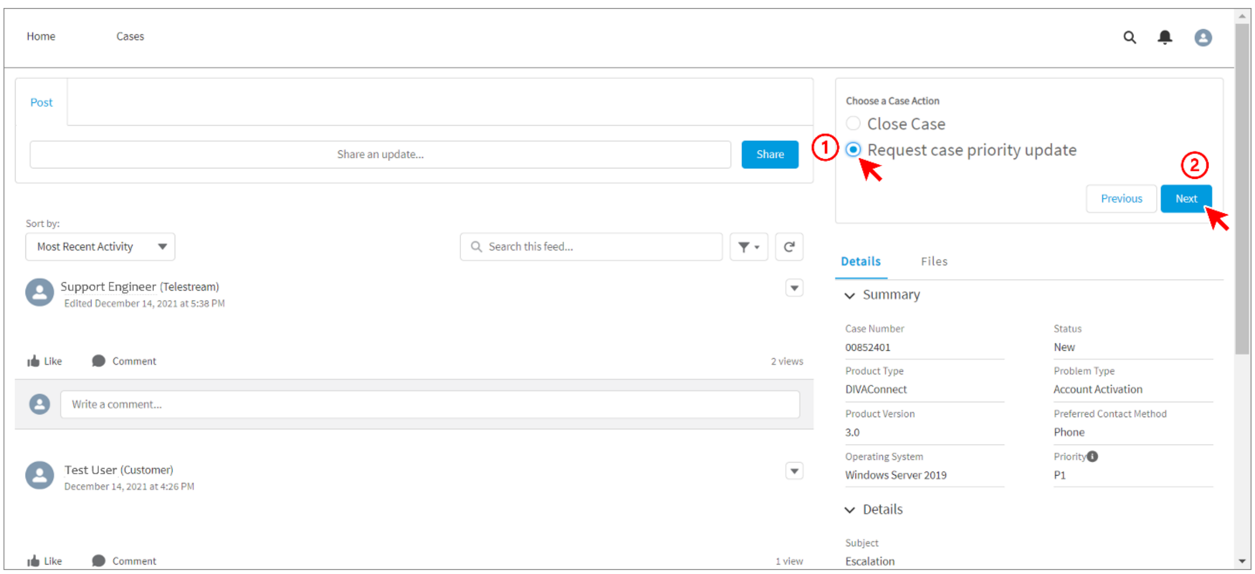


Q: Can I change the priority on my case?

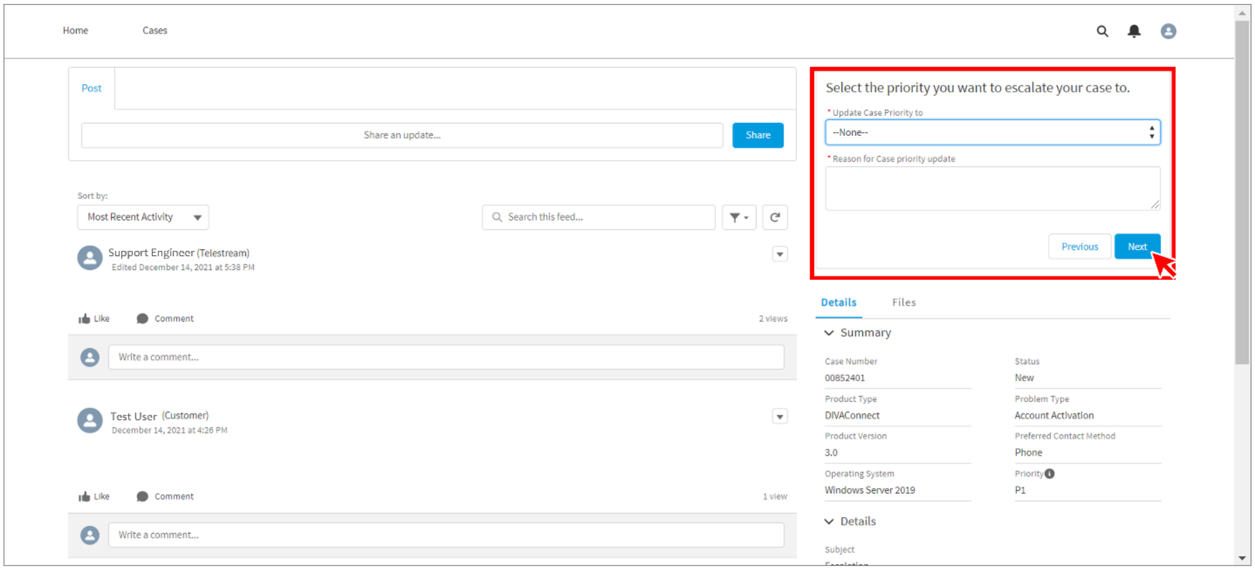
A: You can request that the priority on your case be changed by using the “Case Action” functionality.



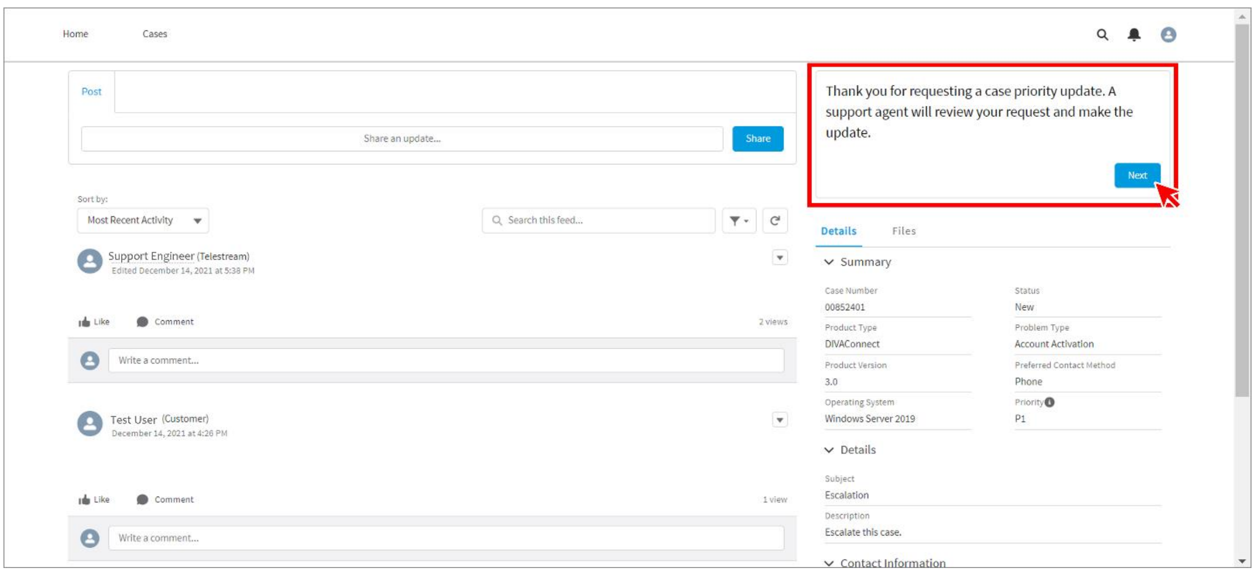
Choosing “Request case priority update”. Then click “Next”.



You will be required to "Update Case Priority to" and provide a "Reason for Case priority update". Complete both fields and click "Next".



To finish requesting a priority change, click "Next".



Q: How do I report a problem with the portal (e.g., I can't see all of my cases)?

A: Open a case and provide details of the problem/issue.

Q: What email do I need to whitelist as a safe approved sender for portal communications?

A: portal@telestream.net