

TELESTREAM CLIENT SERVICES

CUSTOMER PORTAL ANNOUNCEMENT

To our valued customers and resellers,

We are very excited to announce that we are ready to release our new Telestream Customer Support Portal!

Client Services is actively working to optimize a consistent customer experience, and the updated portal will be the core element of how we engage with you.

Overall, we expect the new portal to benefit you in the following ways:

- 1. Improved case management processes.**
- 2. Better features for communication and case resolution.**
- 3. Increased efficiency and time savings.**

On **Monday, January 17th, 2022** you will receive a welcome email to log into the Telestream Customer Support Portal. Please read the following details carefully for successful access.

To set up and log in, **you will need to respond to the welcome email** that is sent to you by the portal. The email will be coming from the address: **portal@telestream.net**.

To log in from the welcome email:

Step 1: Upon receipt of the welcome email, follow the link. When you log in for the first time, you will be prompted to create a new password.

Step 2: Create a new password and log in.

The link included in the email expires after 7 days. If you attempt to log in after the email expires, please use the password reset functionality to generate a password reset email.

To log in after the welcome email expires:

Step 1: Follow the link in the original welcome email.

Step 2: Click on "Forgot Your Password?".

Step 3: In the password reset email that the portal will send, follow the link.

Step 4: Create a new password when prompted.

Step 5: Log in.

**CLICK FOR
PORTAL TUTORIALS & FAQs**

Thank you for your ongoing attention to these announcements. We look forward to seeing you in the portal!

Kim Outlaw, VP, Client Services

