Telestream Support Portal Frequently Asked Questions (FAQs)

Our new customer portal is expected to go-live on May 2, 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.

TABLE OF CONTENTS

To navigate to a particular question without scrolling through the entire document, click on the desired question from the list below.

Who do I contact if I need help accessing the portal?	. 2
How do I get started in the portal?	. 2
How do I find a knowledge article for self-service?	. 2
What if I can't find an article in the portal?	. 2
How do I open a case?	. 3
How do I attach a file to my case? What else do I need to include?	.4
How do I send a message to the Telestream support team?	. 5
How will I know Telestream has responded to my post, comment, or case?	.7
How do I know my case has been submitted?	.7
Will I get an email notification when my case is created? What email notifications will I receive?	. 8
Can I close my own cases without waiting for Telestream support to close them?	. 8
Can I change the priority on my case?	10
How do I report a problem with the portal (e.g., I can't see all of my cases)?	11
What email do I need to whitelist as a safe approved sender for portal communications?	11



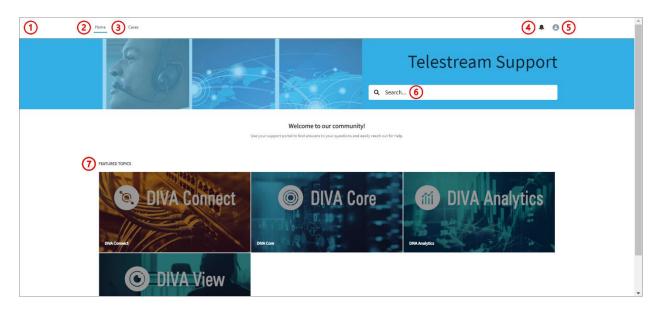
Q: Who do I contact if I need help accessing the portal?

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".

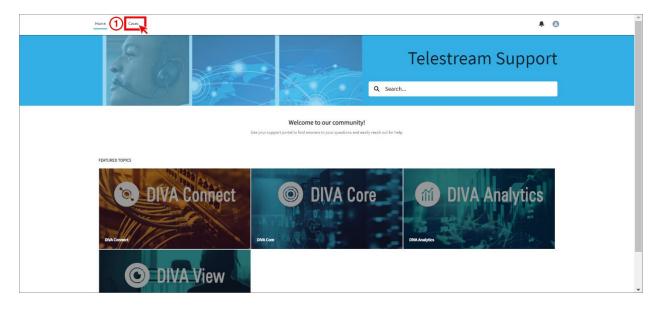
Q: What if I can't find an article in the portal?

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).

	Cases						۵		8
New	v Support Case	Ipen Account Cases	All Account Cases						
	en Support Portal Cases	•							
	ted by Date/Time Opened • Filtered by Al		• Updated a few seconds ago			Q Search this list.		\$ \$	C
	Date/Time Opened 1	Case Number 🗸 🗸	Status 🗸	Subject 🗸	Contact Name 🗸	Priority V	Owner Name	\sim	
1	12/8/2021 5:44 PM	00851962	New	Test	Test User	P3	CM Queue		•
2	12/14/2021 4:26 PM	00852401	New	Escalation	Test User	P1	CM Queue		•
3	12/17/2021 3:09 PM	00852679	New	XXX-Clone	Test User	P1	CM Queue		•
	1/6/2022 8:43 AM	00854206	New	f	Test User	P3	CM Queue		•

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.



Home Cases	Q 🌲	0
③ New Telestrea	m Support Case	
Problem Type	Product Type	
None	None	•
* Subject	Product Version	
	None	•
Priority	Operating System	
P3 🔹	None	•
Description	* Preferred Contact Method	
	None	•
iles reate a new case here, then you will have an opportunity to attach files.		
	onfirm	

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.

Home Cases				Q 🖡 🔮
Post	Share an update	Share		priority update or close is case? Case Action
ort by: Most Recent Activity	Q. Search this feed	▼ • C	Details Files	
Test User (Customer) created this case. Just now			 Summary Case Number 00854284 	Status New
00854284			Product Type DIVAConnect	Problem Type Database
	View more details		Product Version 3.0	Preferred Contact Method Phone
Like Domment			Operating System Windows Server 2019	Priority P2
Write a comment			✓ Details	

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



Home Cases			Q 🜲 🙆
Post			riority update or close case?
Share an update			Case Action
		Details Files	
Add Topic To this case		✓ Summary Case Number	Status
	Share	00854284	New
□ [©]		Product Type DIVAConnect	Problem Type Database
Sort by:		Product Version 3.0	Preferred Contact Method Phone
Most Recent Activity Test User (Customer) created this case.	Q. Search this feed	Operating System Windows Server 2019	Priority P2
3m ago		✓ Details	

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.



Home Cases				۹ 🌲 😆
Post				priority update or close is case?
The database will not load. 1				Case Action
	٥		Details Files	
Add Topic			✓ Summary	
o this case	(Case Number 00854284	Status New
G		Share	Product Type DIVAConnect	Problem Type Database
ort by:			Product Version 3.0	Preferred Contact Method Phone
Most Recent Activity 💌	Q Search this feed	▼ • C'	Operating System Windows Server 2019	Priority
Test User (Customer) created this case. 30m ago		¥	 ✓ Details 	F2

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

Option 2: Use the comment function.

Sort by:			Product Version	Preferred Contact Method
Most Recent Activity	Q. Search this feed	▼ • C ⁴	3.0 Operating System	Phone Priority
Test User (Customer) created this case.		 _	Windows Server 2019	P2
1h ago			✓ Details	
00854284			Subject Database Fail	
View mo	re details		Description The database will not load.	
u Like Comment			✓ Contact Information	
			Contact Name	Contact Phone
This is a comment.			Test User	
			Account Name	Contact Email
			Test Account	
]		✓ System Information	
Ø		3 Comment	Date/Time Opened 1/6/2022 2:53 PM	Date/Time Closed
		K	Case Origin Community	

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.

Home	Cases							۵	. Ļ	8
Ne	ew Support Case									
ly Open	1 Cases My Closed Cases		All Account C	ases						
	pen Support Portal Case									
tems • So	orted by Date/Time Opened • Filtered	by All cases - 4 more filters applied	• Updated 9 minu	tes ago			Q Search this list		\$	- Ci
2	Date/Time Opened ↓	✓ Case Number ✓	Status	∽ Subject (4)	\sim	Contact Name 🗸	Priority V	Owner Name	\sim	
1	1/6/2022 2:53 PM 3	00854284	New	Database Fail		Test User	P2	CM Queue		•
2	12/17/2021 3:09 PM	00852679	New	XXX-Clone		Test User	P1	CM Queue		•
3	12/14/2021 4:26 PM	00852401	New	Escalation		Test User	P1	CM Queue		•
4	12/8/2021 5:44 PM	00851962	New	Test		Test User	P3	CM Queue		•

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".

Home Cases				Q 🖡 🙆
Post Share an upd	ate	Share	Need to request a p	priority update or close this case?
Sort by: Most Recent Activity Test User (Customer) created this case. Ish ago	Q Search this feed	▼ • C ⁴	Details Files Summary Case Number	Case Action
00854284			00854284 Product Type DIVAConnect	New Problem Type Database
View	nore details		Product Version 3.0	Preferred Contact Method Phone
il Like Domment			Operating System Windows Server 2019	Priority P2
Write a comment			✓ Details	
			Subject Database Fail	
			Description	

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

Home Cases		۹ 🖡 🔕
Post Share an update	Choose a Case Action Close Case Close Case	priority update
Most Recent Activity Q. Search this feed Test User (Customer) created this case. 1sh ago 	 ♥ ♥ ♥ Details Files Files 	
00854284	Case Number 00854284	Status New
View more details	Product Type DIVAConnect	Problem Type Database
🖕 Like 🛛 🗩 Comment	Product Version 3.0	Preferred Contact Method Phone
Write a comment	Operating System Windows Server 2019	Priority P2
	✓ Details	
	Subject Database Fail	



Home Cases			Q 🐥 😫
Post Share an update Share		Would you like to tell us r closing the case?	nore about why you are
Sort by: Most Recent Activity C Search this feed Test User (Customer) created this case. Ish ago C		Details Files	Previous Next
00854284	-	✓ Summary	
View more details		Case Number 00854284	Status New
iii Like Domment		Product Type DIVAConnect	Problem Type Database
Write a comment		Product Version 3.0	Preferred Contact Method Phone
		Operating System Windows Server 2019	Priority P2
		✓ Details	

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.

Home Cases	_	Q 🖡 🕄
Post Share an update Share	Thank you for closing agent will review your close your case.	
Sort by: Most Recent Activity C Search this feed Test User (Customer) created this case.	Details Files	N
00854284	Case Number 00854284	Status New
View more details	Product Type DIVAConnect Product Version 3.0	Problem Type Database Preferred Contact Method Phone
Like Comment Write a comment	Operating System Windows Server 2019	Priority P2
	✓ Details Subject Database Fail	



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.

Home Cases				Q 🖡
Post	Share an update	Share	Need to request a p	riority update or close this case? Case Action
Sort by: Most Recent Activity Test User (Customer) created this case. Tesh ago	Q Search this feed	· · · · · · · · · · · · · · · · · · ·	Details Files	Status
00854284			00854284 Product Type DIVAConnect	New Problem Type Database
	View more details		Product Version 3.0	Preferred Contact Method Phone
Like Domment			Operating System Windows Server 2019	Priority P2
Write a comment			✓ Details	
			Subject Database Fail	
			Description	

Choosing "Request case priority update". Then click "Next".

Home Cases				Q 🖡 🖪
Post Share an u	odate	Share	Choose a Case Action Close Case Request case prior	ity update
Sort by: Most Recent Activity Support Engineer (Telestream) Edited December 14, 2021 at 5:38 PM	Q. Search this feed	₹ • C	Details Files ✓ Summary	
Like Comment		2 views	Case Number 00852401 Product Type DIVAConnect	Status New Problem Type Account Activation
Write a comment Test User (Customer) December 14, 2021 at 4:26 PM			Product Version 3.0 Operating System Windows Server 2019	Preferred Contact Method Phone Priority P1
December 14, 2022 at 4,20 PM		1 view	✓ Details Subject Escalation	



Post			Select the priority you v	vant to escalate your case to.
			* Update Case Priority to	
Sha	are an update	Share	None	\$
	an opeoen			
			* Reason for Case priority update	
Sort by:				
Most Recent Activity	Q. Search this feed	▼ - C		
				Previous Next
Support Engineer (Telestream) Edited December 14, 2021 at 5:38 PM				
Edited Determber 14, 2021 at 5136 PM				
Eulee December 14, 2021 et 536 PM		2 views	Oetails Files	
		2 views		Status
💼 Liko 🌑 Comment		2 views	✓ Summary	Siatus New
💼 Liko 🌑 Comment		2 views	Summary	
Like Comment Comment Test User (Customer)		2 views	Summary Case Number 00852401	New
the Like Comment		2 views	Summary Case Number 00852401 Product Type	New Problem Type Account Activation Preferred Contact Method
Like Comment Comment Test User (Customer)		2 views	Summary Case Number 00852401 Product Type DIVAConnect	New Problem Type Account Activation
Like Comment Comment Test User (Customer)		2 views	Summary Case Number O0052401 Product Type DIVAConnect Product Version 3.0 Operating System	New Problem Type Account Activation Preferred Contact Method Phone Priority
Like Comment Comment Test User (Customer)		2 views	Summary Case Number 00852401 Product Type DNAConnect Product Version 3.0	New Problem Type Account Activation Preferred Contact Method Phone
the Like Comment Comm		2 views	Summary Case Number O0052401 Product Type DIVAConnect Product Version 3.0 Operating System	New Problem Type Account Activation Preferred Contact Method Phone Priority

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".

lome Cases			Q 🖡	
Share an update Share		support agen	Thank you for requesting a case priority update. A support agent will review your request and make the update.	
Sort by: Most Recent Activity	Q_ Search this feed	▼ C ⁴ Details Fil	Nex .	
Support Engineer (Telestream) Edited December 14, 2021 at 5:38 PM		Summary Case Number	Status	
1 Like Domment		2 views Product Type DIVAConnect	New Problem Type Account Activation	
Write a comment		Product Version 3.0	Preferred Contact Method Phone	
Test User (Customer) December 14, 2021 at 4/26 PM		Operating System Windows Server 20 V Details	Priority D19 P1	
👍 Like 🌘 Comment		Subject 1 view Escalation		
		Description Escalate this case.		

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

