

PROPHIX Customer Support Portal

Entering a Support Ticket

In the new PROPHIX Customer Support Portal, entering a support ticket is easy. Just follow these steps...

Log in at <http://support.prophix.com>.

If you don't yet have a login, simply request one by clicking the "Request a New Account" button, as shown below. You can get to this button by clicking the "Sign In" link in the top right corner.



Welcome Guest. [Sign in](#) | [Exit](#)

New to the PROPHIX Customer Support Portal?

If you are new to the PROPHIX Customer Support Portal and you would like to access our support site, please request a new account below.




Request a New Account


Be sure the email you use is your company account. Hotmail, Gmail, Yahoo, etc. will not be accepted.

My Support

Personal Information

* - required field(s)

* Email:	<input type="text"/>
* Password:	<input type="password"/>
* Password (confirm):	<input type="password"/>
* First Name:	<input type="text"/>
* Last Name:	<input type="text"/>
* Phone Number:	<input type="text"/>
* Timezone:	-- Select One -- 



Request a New Account

Once logged in, navigate to the “My Tickets” page, as shown below.

Support Home My Support

My Profile | **My Tickets** | My Subscriptions

My Tickets

Know your Ticket Number? Enter it here: 5609 - [[Advanced Search](#) | [Submit a Ticket](#)]

Status:

Owner:

Account:
Lone Star State Bank of West Texas
3fifteen
AA Italy

Remember this view:

Click “Submit a Ticket”, as shown below

Support Home My Support

My Profile | **My Tickets** | My Subscriptions

My Tickets

Know your Ticket Number? Enter it here: 5609 - [[Advanced Search](#) | [Submit a Ticket](#)]

Status:

Owner:

Complete fields and click “Finish” to submit

* Have you searched the Knowledgebase for your answer?:	<input type="text" value="Yes, but I did not find a related ar"/>
* Product Name:	<input type="text" value="PROPHIX 10"/>
Version:	<input type="text" value="10.1.31.0"/>
* Component:	<input type="text" value="ADV (Advanced Data Visualizatio)"/>

Options

Attachment:	Attach a file ?
Email Notification:	<input checked="" type="checkbox"/> ?
Contact CC List	<div style="border: 1px solid #ccc; padding: 5px;"><input type="text"/></div> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"><< Aliya Alladina Alok Ajmera Andrew Lee Andrew McDonald Anna Galica Anna Tran Anthony Caruso</div>

* - required field(s)

Reviewing the status of an existing Ticket

Navigate to “My Tickets” under the “My Support” tab. From this page, you will be able to review and add to existing tickets belonging to your profile.

Support Home My Support

[My Profile](#) | [My Tickets](#) | [My Subscriptions](#)

My Tickets

Know your Ticket Number? Enter it here: 5609 - [[Advanced Search](#) | [Submit a Ticket](#)]

Status:

Owner:

Account:
Lone Star State Bank of West Texas
3fifteen
AA Italy [[Clear filter](#)]

Remember this view:

Searching the Knowledge Base

From the “Knowledge Base” menu item on the home page you can easily search the PROPHIX Knowledge Base, access Downloads and review the Glossary. We highly recommend you search the PROPHIX Knowledge Base before creating a new support ticket.

Read our ["Getting Started Guide" in PDF](#) or choose one of the convenient options below.

PROPHIX Enterprise: 7.1.212



[Knowledge Base](#)

Browse or search the Knowledge Base for a wide variety of solutions from Error Messages to Product Functionality.



[Downloads](#)

Find the latest product related content.



[Submit a Ticket](#)

Submit a trouble ticket to PROPHIX Customer Support and track the status of open issues in My Support.



[Troubleshooter](#)

Take a step by step approach to find your answer and submit issues.



[Discussion Forum](#)

Engage in discussions with PROPHIX staff and other customers.



[Contact Us](#)

Find out how to contact PROPHIX Customer Support via Phone.

If you require additional assistance, contact us at 1-800-387-5915.