

Support Portal Registration Options

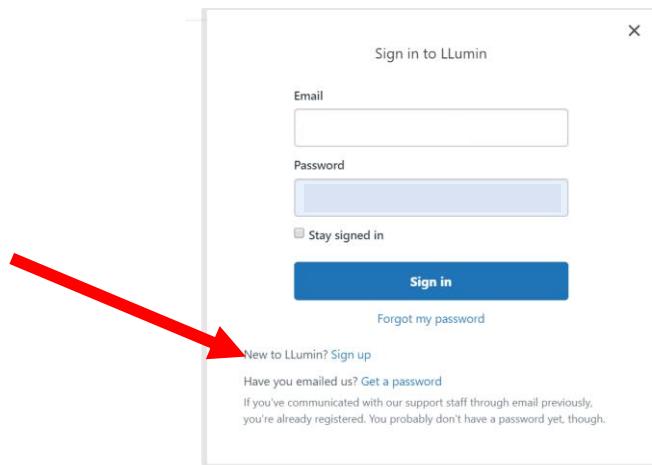
You must register to take full advantage of the Support Portal functionality. For example, your email is used to connect your log-in to the tickets you (or your organization) have submitted. Your log-in is also used to provide security access to LLumin proprietary documentation & training material.

Registration Process # 1

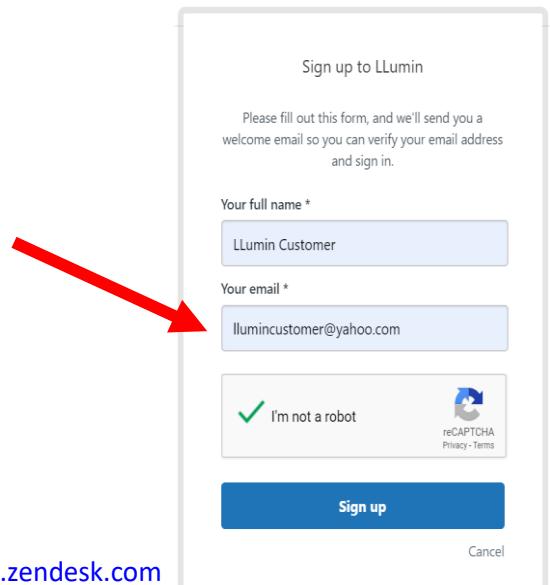
This option is used primarily for new customers, or those who have never submitted a support ticket via support@llumin.zendesk.com.

#1 Visit the Support Portal at <https://llumin.zendesk.com/>

#2 Click the New to LLumin? Sign Up



#3 Enter your name & email on the next form



Sign up to LLumin

Please fill out this form, and we'll send you a welcome email so you can verify your email address and sign in.

Your full name *

Your email *

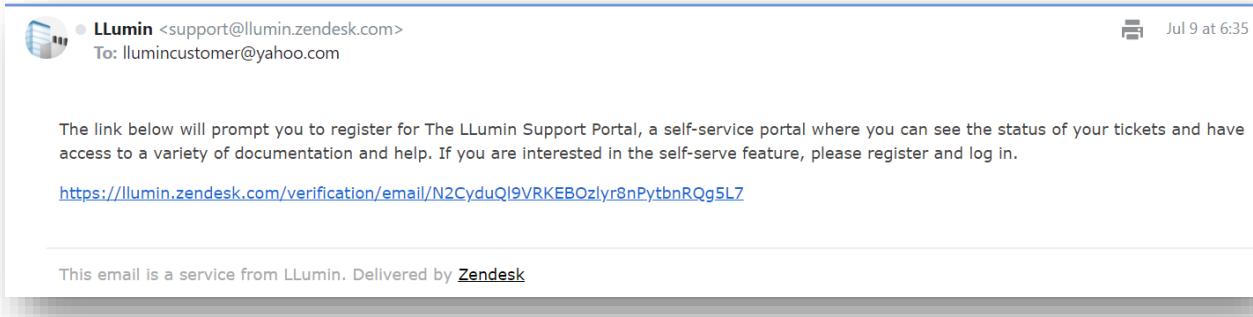
I'm not a robot reCAPTCHA

[Privacy - Terms](#)

[Sign up](#)



#4 You will receive a welcome email message that prompts you to register



The email is from LLumin Support Portal. It contains a link to register for the support portal and a note that the email is from Zendesk.

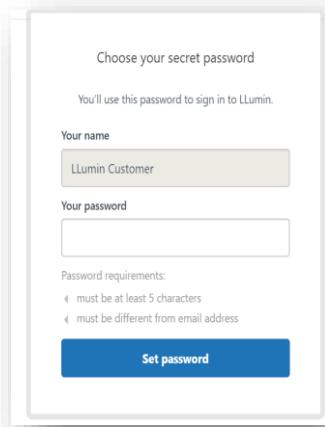
From: LLumin <support@llumin.zendesk.com>
To: llumincustomer@yahoo.com
Jul 9 at 6:35

The link below will prompt you to register for The LLumin Support Portal, a self-service portal where you can see the status of your tickets and have access to a variety of documentation and help. If you are interested in the self-serve feature, please register and log in.

<https://llumin.zendesk.com/verification/email/N2CyduQI9VRKEBozlyr8nPytbnRQg5L7>

This email is a service from LLumin. Delivered by [Zendesk](#)

#5 Verify your e-mail address and create a password



Choose your secret password
You'll use this password to sign in to LLumin.

Your name
LLumin Customer

Your password

Password requirements:
must be at least 5 characters
must be different from email address

Set password

Registration Process # 2

Submit a request via email: support@llumin.zendesk.com

- You will receive a confirmation email that we've received your request, see below

Your request has been received and is being reviewed by our support staff. If this is an urgent matter, please contact our Help Desk at (413) 233-5434.

To add additional comments, please reply to this email.

Thank you,
LLumin RREADYSupport Team

Questions? Contact the LLumin RREADYSupport Team: support@llumin.zendesk.com



- You will also receive instructions for how to register for the Support Portal, see below

The link below will prompt you to create a password and log-in for access to The LLumin Support Portal, a self-service portal where you can see the status of your tickets, and more! Our READYSupport Team at LLumin will continue to provide you with ticket updates, however if you are interested in self-serve access to ticket status and comments, feel free to register and log in.

<https://llumin.zendesk.com/verification/email/RGFqkZLQVIMpztT9FpuKeVdlsGw2ikWI>

- All ticket updates will include a link to the portal, see ticket #

Please review ticket [#1664](#) as additional comments have been added. Feel free to reply to this email with any comments or questions.

Thank you,

LLumin READYSupport Team