



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

Sign in to LLumin

Email

Password

☐ Stay signed in

Sign in

[Forgot my password](#)

[New to LLumin? Sign up](#)

Have you emailed us? Get a password

If you've communicated with our support staff through email previously, you're already registered. You probably don't have a password yet, though.

#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 *

LLumin Customer

Your email *

llumincustomer@yahoo.com

☒ I'm not a robot

reCAPTCHA Privacy - Terms

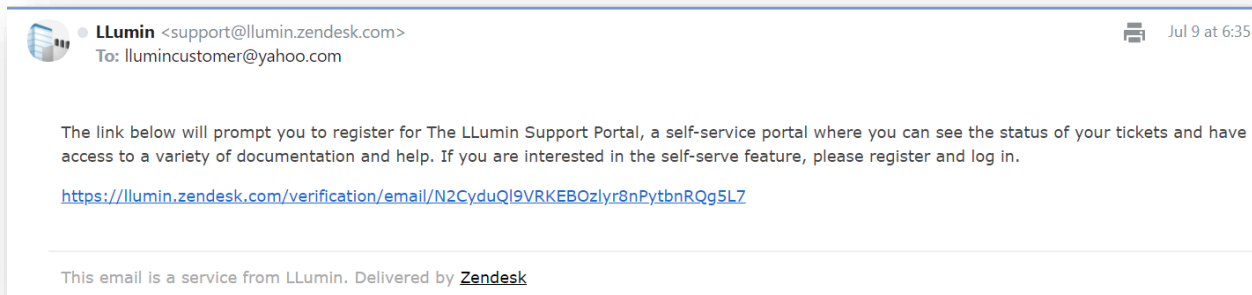
Sign up

Cancel

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



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



#5 Verify your e-mail address and create a 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/RGFqkZLQVIMpztT9FpuKeVdlsGw2ikWl>

- 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