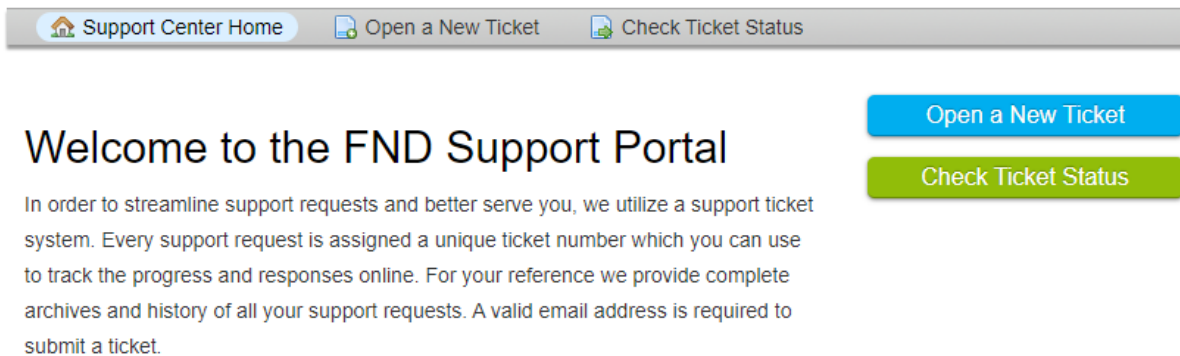


Open A Ticket



The screenshot shows the top navigation bar with three items: "Support Center Home" (with a home icon), "Open a New Ticket" (with a document icon), and "Check Ticket Status" (with a document icon). Below the navigation bar, the main content area features a heading "Welcome to the FND Support Portal" and a paragraph of text. To the right of the text are two buttons: a blue "Open a New Ticket" button and a green "Check Ticket Status" button.

[Support Center Home](#) [Open a New Ticket](#) [Check Ticket Status](#)

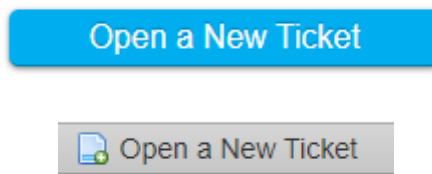
Welcome to the FND Support Portal

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket.

[Open a New Ticket](#)

[Check Ticket Status](#)

To open a new ticket, you will need to visit the client portal page of the help desk. Once you have arrived at that page, click on one of the two “Open a New Ticket” buttons.



When you click the button, you will be redirected to a blank ticket form, where you can share the required contact detail fields for the ticket, i.e., email address, the name of the ticket owner, phone number, etc.

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number

 Ext:

Help Topic

— Select a Help Topic — *

In addition, you will see a Help Topics field. By choosing a help topic, you are able to direct and streamline the information you are submitting to the help desk.

Help Topic

— Select a Help Topic — *

- Select a Help Topic —
- Licensing \ CostOS
- Licensing \ Isetia
- Licensing \ Oracle Primavera
- Licensing \ Phase Manager
- Licensing \ Powerproject
- Licensing \ Project Tracker
- Licensing \ Tilos
- Maintenance \ CostOS
- Maintenance \ Phase Manager
- Maintenance \ Powerproject
- Maintenance \ Primavera
- Maintenance \ Project Tracker
- Maintenance \ Tilos
- Maintenance \ Isetia
- Report a Problem \ Primavera
- Report a Problem \ CostOS
- Report a Problem \ Isetia
- Report a Problem \ Phase Manager
- Report a Problem \ Powerproject

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *

Full Name *

Phone Number

 Ext:

Help Topic

 *

Ticket Details

Please Describe Your Issue

End Customer Name *

End Customer Location \ Country *

Software Serial Number \ Product ID *

Issue Summary *

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Details on the reason(s) for opening the ticket.

📎 Drop files here or choose them

Select the appropriate help topic relating to the issue that you are experiencing. Make a brief description in the issue summary - think of this like the subject line of an email. Share as much detail as you would like in the body of the message. Use the HTML Rich Text toolbar to format your message, upload and share photos and videos, and attach hyperlinks. When you have completed filling out your ticket, be sure to click the “Create Ticket” button.

Create Ticket

Once you have successfully created the ticket, you will be directed to a confirmation of the ticket request being created.

[Support Center Home](#)[Open a New Ticket](#)[Check Ticket Status](#)

✔ Support ticket request created

David Kowalski,

Thank you for contacting us.

A support ticket request has been created and a representative will be getting back to you shortly if necessary.

FND Support Team

Check Ticket Status

Using Email Address & Ticket Number

To check a ticket status, visit the main page of the help desk just as when you opened the ticket. You will select one of the two “Check Ticket Status” buttons.


[Support Center Home](#)[Open a New Ticket](#)[Check Ticket Status](#)


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[Open a New Ticket](#)[Check Ticket Status](#)[Check Ticket Status](#)[Check Ticket Status](#)

You will be redirected to the check ticket status page where you can access the ticket status information.


 [Support Center Home](#)

 [Open a New Ticket](#)

 [Check Ticket Status](#)

Check Ticket Status

Please provide your email address and a ticket number. An access link will be emailed to you.

<p>Email Address: <input type="text" value="e.g. david.kowalski@fndsite.com"/></p> <p>Ticket Number: <input type="text" value="e.g. 759623"/></p> <p><input type="button" value="Email Access Link"/></p>	<p>Have an account with us? Sign In</p> 
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If this is your first time contacting us or you've lost the ticket number, please [open a new ticket](#)

<p>Email Address: <input type="text" value="e.g. david.kowalski@fndsite.com"/></p> <p>Ticket Number: <input type="text" value="e.g. 759623"/></p> <p><input type="button" value="Email Access Link"/></p>

Once those details are provided, the email address associated with the user account will receive an access link to the ticket thread.