



## How to Register on the Support Portal

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This support portal has its own separate login, which is different from the one you use to login to your Cartzy admin panel.

To view your support tickets, you will need to register first. To do this, please go to <https://support.cartzy.com/register>, fill out the registration form, and click the **Register** button.

The screenshot shows the 'Register' page of the Cartzy Support Portal. The page has a blue header with the Cartzy logo and navigation links 'Help Center' and 'Register'. The main content area is titled 'Register' and contains a form with the following fields: 'Name \*', 'Email \*', 'Password \*', 'Confirm password \*', 'Timezone \*' (with a dropdown menu showing 'Other' and 'UTC'), and a CAPTCHA section. The CAPTCHA section includes a text prompt 'To prove you are a human, please tell us the text you see in the CAPTCHA image', a CAPTCHA image showing the word 'CARTZY' in a stylized font, a refresh button, and an 'Insert text' input field. A red rectangle highlights the blue 'Register' button at the bottom of the form.

□After you have registered, you will receive an email with a link to set up your new password. **Resetting your password is mandatory**, otherwise, you won't be able to log in.

Once, you have reset your password, you will be able to log in successfully into your

account on the support portal. You can now view the status of your tickets.

□ If you don't receive the password setup link (this tends to happen with older email services like Yahoo, aol or sbcglobal), you can set up a Gmail address to use with this course (recommended) or submit a support ticket and we will set up your password manually and send it to you (you may have problems receiving this email too, though).

If you ever forget your password for the support portal you can use the **Reset Password** link, which is <https://support.cartzy.com/login/reset-password?>

Remember you can also create a new ticket for a new issue/problem you are facing just by sending us an email at: [support@cartzy.com](mailto:support@cartzy.com) or by creating a new ticket on <https://support.cartzy.com/new-ticket>