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Raise and track your support tickets



Welcome to Tungsten Network. This video was designed to provide step by step instructions to create a support ticket, track the status of previously created support tickets, locate how to videos as well as the general phone number for the Tungsten Network helpdesk.

To begin, please visit www.tungsten-network.com/support

The Tungsten Network “Help & Support” page is primarily for new customers. If you are an existing customer reporting or following up on a previously reported issue, please click “Portal login” at the top of the page to access your account with Tungsten Network.

REQUEST A DEMO CONTACT US SUPPORT REGISTER **PORTAL LOGIN**

TUNGSTEN NETWORK
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ABOUT SOLUTIONS FOR BUYERS SOLUTIONS FOR SUPPLIERS RESOURCES EVENTS

SUPPORT

Service Overview

FAQ

Tutorials

Support

Welcome to the Tungsten Network Support request center.

New customers

If you need help registering, please call one of our [local phone numbers](#).

Existing customers

Please [login](#) to raise a support ticket. This is the fastest way for your inquiry to be managed.

If you need help with this, simply refer to the guide on how to raise a support ticket for further details. This is available in the [Watch Videos](#) section, located under the Help & Support tab on the portal.

If you are a Tungsten Workflow automation customer, please login to our support system [here](#).

Having trouble logging in?

Please use the links below to recover your username or password:

- [I have forgotten my username](#)
- [I have forgotten my password](#)

Enter your email address and password. If you have forgotten your password or registered email account, help is available online. Click “Forgot your password” to receive an email link that will allow you to reset your password. Click “Forgot your details” to submit a support request for assistance with your email address or other login problems such as forgotten memorable word.

After you have entered your email address and password, click “Login”.

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The smarter way to get paid.

Improve your cash flow with Tungsten Network e-invoicing.

Not part of the Tungsten Network? Discover how our range of e-invoicing services can help you at www.tungsten-network.com.

REGISTER

Login to the Tungsten Network

Please use the email address and password that you used to sign up with.

E-mail

Haslo

LOGIN

[Forgot your details](#)

[Forgot your password](#)

i Please login to view the content

Create
Create and submit invoices quickly and easily.

Deliver
Rely on guaranteed compliance and delivery.

Track
View the status of your invoices on demand.

Get paid
Enjoy the benefits of predictable payments.

Receiving help & support is a simple process via Tungsten Network. You can access our “Help & Support” page directly from the home screen. To begin, click the “Help & Support” link located at the top of the page.

The screenshot shows the user interface for 'Adams Office Supplies (IT) - Test'. At the top left is the AOS logo and 'Welcome Elise' with an email icon. At the top right are links for 'My Account', 'Help & Support' (highlighted with a red box), and 'Log Out'. Below this is a search bar with the placeholder text 'Search for your invoice by invoice number, PO, trx number'. A navigation bar contains links for 'Home', 'Invoicing', 'My POs', 'Customers', 'Reporting', and 'Early payment'. The main content area features three cards: 'Connect with your customers' (with 'CONNECT TODAY' and 'VIEW ALL' buttons), 'Send invoices' (with a 'CREATE INVOICE' button), and 'Check the status of your invoices' (with a 'WHERE IS MY INVOICE?' button). Below these is a 'For your attention' section with a table showing one failed invoice. At the bottom, there are two tables: 'Failed invoices' and 'Saved invoices', each with a 'View all' link.

Adams Office Supplies (IT) - Test

My Account Help & Support Log Out

Search for your invoice by invoice number, PO, trx number

Home Invoicing My POs Customers Reporting Early payment

Connect with your customers

Search and connect to more of your customers in a few clicks

CONNECT TODAY VIEW ALL

Send invoices

Create your invoice online in a few clicks

CREATE INVOICE

Check the status of your invoices

Track the latest status of your invoices in real-time

WHERE IS MY INVOICE?

For your attention *Last refresh: 0 min ago*

Type	Count	Date	Customer
Failed invoices	1		

Failed invoices [View all](#)

Number	Supplier	Buyer
ShuchitestPayment1	Adams Office Supplies (IT) - Test	Tungsten Network - Demo Account

Saved invoices [View all](#)

Number	Buyer	Amount
shuchitestPolandInv	AAA168149359	11.90

Prior to creating a support ticket or contacting the Tungsten Network helpdesk, please browse our “Help & Support” page. We have a variety of articles and how to videos to assist with your questions, concerns or technical issues. If you still need assistance after reviewing the “Help & Support” page, please enter your query in the search box to view our full list of related support articles.

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Help & support home

Getting started: Video tutorials
Upcoming help & support webinars

- > Invoicing
- > My account
- Purchase orders
- > Customers
- > Reporting
- About Tungsten Network e-Invoicing

Help & support home

Learn more about the Tungsten Network portal, its functionality and services by browsing the help topics or using the search tool. If you still can't find what you're looking for, please raise a support request or give us a call.

Browse or search for help and support for all your e-Invoicing tasks.

Getting started: Video tutorials
If you're a new user, our short videos will help you get started.

Upcoming help & support webinars
Upcoming help & support webinars

Search

Search Help & support

Support requests

You have 0 active requests

Still need help?

- Open a support ticket
- Call us on +49 (0) 69 222 220 290
Lines are open from 10am - 8pm AET
- Watch videos

Useful information

Your administrator is:
abilash.menon@tungsten-network.com

It is useful to have your TN number(s) to hand when you contact our support team.

AAA833808546 - Web Form
AAA894939602 - Web Form
AAA922739941 - Web Form

Invoicing
All the information you need to work with invoices and check their status.

My account
We show you how to update your profile details, company information, contact and user details, and work with your messages, alerts and invoice information.

Purchase orders
If you're working with purchase orders, we can help you.

Customers
Tips and guidance on managing your customer contact information.

Reporting
Help with managing your reports on POs and invoices.

About Tungsten Network e-Invoicing
Some general information about e-Invoicing with Tungsten Network.

Our support articles are extremely helpful when searching for more information related to Tungsten Network services and/or the functionality of the Tungsten Network portal. Once the search has been completed, please expand the section to review the results of your query.

If you still need assistance after reviewing the Help & Support articles, please click “Watch videos” to view the full list of how to video tutorials.

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Help article search results "convert purchase order" (2)

Convert purchase orders into invoices

Help & support home > Purchase orders >

Watch videos

How can I learn about the portal's functionality?

Search

Search Help & support

Support requests

You have 0 active requests

Still need help?

- Open a support ticket
- Call us on +49 (0) 69 222 220 290
Lines are open from 10am - 8pm AET
- Watch videos

The “Watch videos” link will help you gain a better understanding of the Tungsten Network portal and its functionality. If you still need assistance after reviewing the Help & Support how to videos, please click “Open a support ticket” to raise your question or concern with the Tungsten Network's helpdesk.

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Getting started: Video tutorials

If you're a new user, our short videos will help you get started.

How can I learn about the portal's functionality?

Watch our short video tutorials to tour the Tungsten Network Portal and learn how to use its key features:

1. Use the Tungsten Network portal home page
2. Connect with your customers on Tungsten Network
3. Make invoice entry quick and easy
4. Create an invoice or credit note
5. Convert purchase orders into invoices
6. Upload invoice files (Integrated Solution suppliers only)
7. Check your invoice status
8. Set up and run reports on your invoices
9. Manage your company and user settings
10. Find help and support
11. Raise and track your support tickets

We welcome your feedback on how useful you find them.

Search

Search Help & support

Support requests

You have 0 active requests

Still need help?

- Open a support ticket
- Call us on +49 (0) 69 222 220 290
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- Watch videos

Most frequently asked questions

How can I learn about the portal's functionality?

When creating a support ticket, please ensure to provide insight in regards to the request. Tungsten also accepts attachments should you have a picture of an error message you are receiving. After all details have been entered, click “Submit” to send your support request.



Please indicate what your request relates to

- An invoice or many invoices
- A purchase order or many purchase orders
- I have a suggestion
- Something else

Please enter a subject for your request

Please describe your request in as much detail as you can

Attachment i

SELECT AND UPLOAD

You have been set up to receive alerts.

Share ticket? ?

SUBMIT

Once your ticket has been created, a member of the Tungsten Network helpdesk will action the request within 1-2 business days. If the request is urgent, please provide your support ticket number when calling the Tungsten Network helpdesk. Once your request has been addressed by a member of the Tungsten Network helpdesk, you will receive an email confirming your request has been addressed. After reviewing the email, please log into your Tungsten Network account and visit the “Help & Support” page. Click “You have x number of active requests” to view or respond to open, resolved and closed support tickets.

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mark.anil@tungsten-network.com

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How can I learn about the portal's functionality?

Watch our short video tutorials to tour the Tungsten Network Portal and learn how to use its key features:

1. Learn how to use the home page on the Tungsten Network Portal
2. Make invoice entry quick and easy
3. Tungsten Network portal How to create an invoice or credit note
4. Convert purchase orders into invoices
5. Upload invoice files to the portal (only for integrated solution suppliers)
6. How to check invoice status on the Tungsten Network portal
7. Set up and run reports on your invoices
8. Manage you company and user settings
9. Find help and support on the Tungsten Network Portal
10. Raise and track your support tickets
11. How to connect with your customers

We welcome your feedback on how useful you find them.

Search

Search Help & support

Support requests

You have 1 active request

Still need help?

- Open a support ticket
- Call us on +44 (0) 870 165 7430
- Watch videos

Most frequently asked questions

How can I learn about the portal's functionality?

Click “Active” to view all open or resolved requests. Once you have selected the status category, please click “View” to see support ticket details.

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Support requests

View the latest information on your support requests. [Help with this page](#)

ACTIVE (1) OPEN (0) RESOLVED (1) CLOSED

Active requests

Ticket number	Created by	Last updated	Status	View	Cancel
2307402	Elise Request this account.	about 20 hours ago	Resolved		

Page size: 10 | Displaying page 1 of 1, items 1 to 1 of 1

OPEN A SUPPORT TICKET

After reviewing the correspondence between you and the Tungsten Network’s helpdesk, click “Accept” to confirm you are satisfied with the response provided. If you have additional questions or concerns in relation to the initial subject for the support request, click “Re-open”. The ticket will be moved back to the open status and you will be contacted within 4 hours by a member of the Tungsten Network’s helpdesk.



<< RETURN TO LIST

Resolved

Request #2307402

Raised by: Elise - 11 January 2017 14:56:31
Subject: Request this account.

Your ticket has been marked as resolved. If you still have a query on this subject, please reopen the issue. If you are happy that it has been resolved click the Accept button below. Tickets marked as resolved will be closed automatically closed after five days of inactivity.



Comments



System notification - about 22 hours ago

This is a notification regarding the recently resolved ticket. This ticket has been inactive for 12 days. If the resolution provided is satisfactory, kindly close the ticket or if the resolution provided is unsatisfactory, please update the ticket. If there isn't an update by your end to the ticket, it will be closed automatically after 5 days of inactivity

If the matter is urgent, please call the Tungsten Network helpdesk. The support phone number shown will direct you to the support center closest to your physical location. To update your company's location, please visit "My Account" page from the Tungsten Network home page. When calling the Tungsten Network helpdesk, please provide your support ticket number or TN number.

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Search Help & support


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As you can see, Tungsten’s Help & Support pages are very helpful. You can also create or respond to resolved support tickets from the home page by simply clicking “View” support tickets in the “For your attention” section.

Welcome Elise 

My Account Help & Support  Log Out

Sedgewick & Sons Technologies Search for your invoice by invoice number, PO, trx number 


Home Invoicing  My POs Customers  Reporting  Early payment 



Connect with your customers

Search and connect to more of your customers in a few clicks


[CONNECT TODAY](#)
[VIEW ALL](#)



Send invoices

Create your invoice online in a few clicks

[CREATE INVOICE](#)





Check the status of your invoices

Track the latest status of your invoices in real-time

[WHERE IS MY INVOICE?](#)

For your attention
Close list

Type	Count	Invoice no	Date	Customer	
 Rejected invoices	4				View All
 Support tickets	1	2307402	30 Jan 2017	Sedgewick & Sons Technologies	View

Rejected invoices [View all](#)

Number	Customer	Date
3456-INV	B&M Manufacturing	05 Oct 2016
inv73632522	B&M Manufacturing	05 Oct 2016
testRosie	B&M Manufacturing	05 Oct 2016
0875-INV	B&M Manufacturing	05 Oct 2016

Last refresh: 0 min ago

Saved invoices [View all](#)

Number	Buyer	Amount
10002.13	AAA162858005	0.00
231	AAA162858005	1,356.30

Last refresh: 0 min ago



For more information,
and to view more
videos, please visit the
Help & Support section