How to use the request portal

Operational service requests for [REDACTED] are now created in the request portal. It's used to make requests such as publishing new documentation, speeding up a certification, and escalating a payment issue.
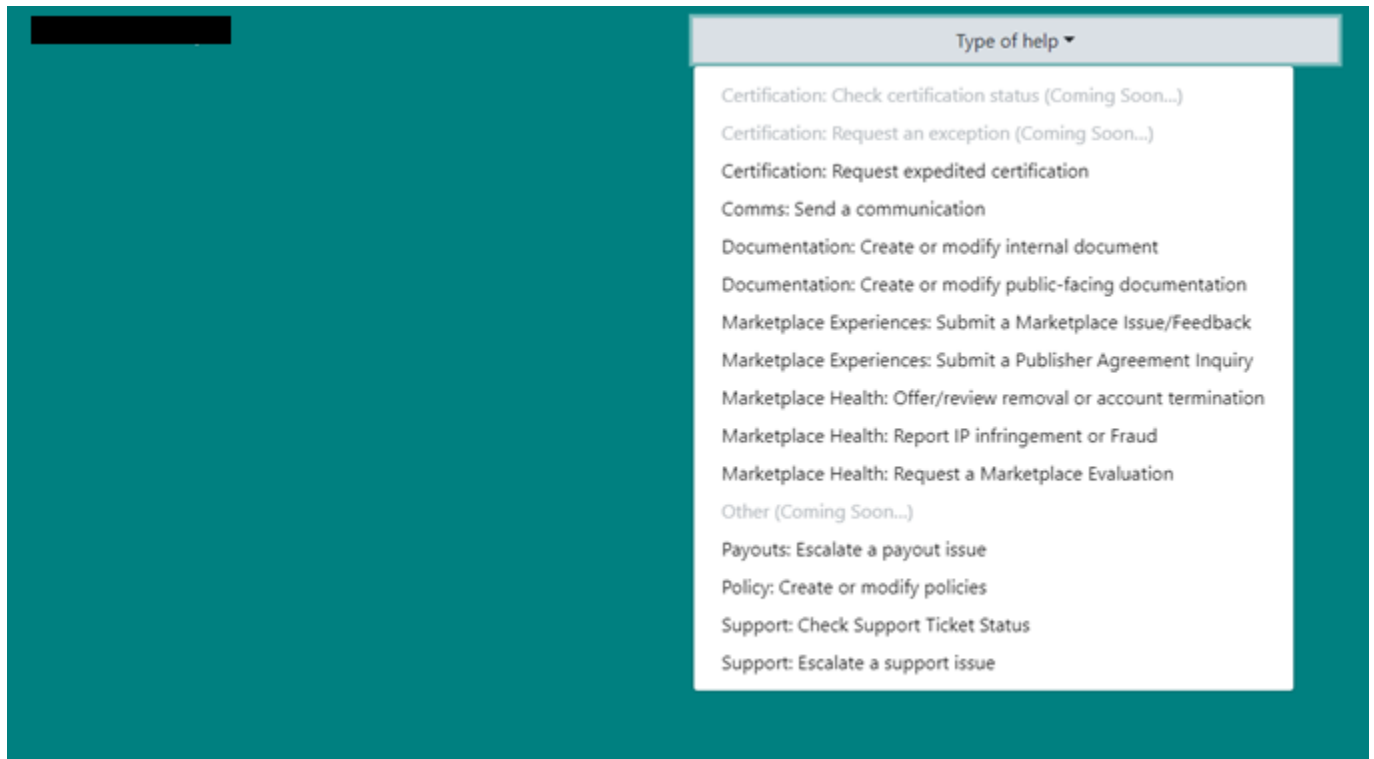
Want to know how to create a portal request? You're in the right place, just follow the below steps and you'll be seeing what we can do for you in no time [***Note***: *This was the team slogan*].

Creating a portal request

1. Go to the portal page. It'll look like this:

2. Choose your request from the **Type of help** drop-down selection (for more info, see the field selections page).

- Some choices will present extra sub-selections, so make sure to choose the one you want from those too.

3. Complete the fields with as much information as possible, then select **Submit**.
   - Fields marked with the red star (*) are mandatory.

4. This creates a work item. We'll will use this to track your request.
   - It'll have its own tracking number, and you'll receive updates and any questions we may have. You'll also receive an email with this information.