

HOW TO

# SUBMIT A NEW AUTHORIZED SUPPORT CONTACT REQUEST

**Target Audience:** Proofpoint Customer (Authorized Support Contact)

**Purpose:** Help customers correctly create a case to request the addition of an additional authorized support contact

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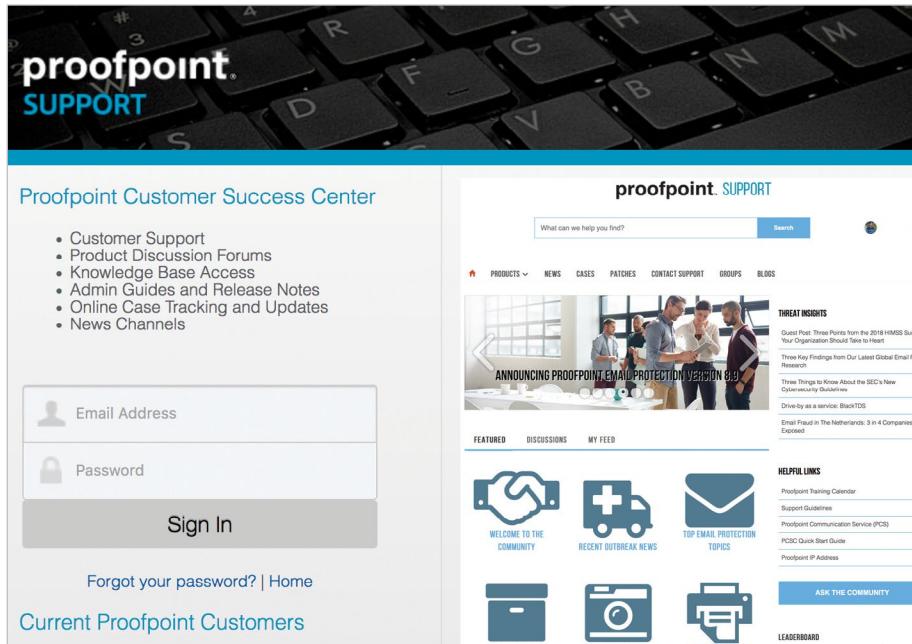
# OVERVIEW

To access Proofpoint Support, customers must complete the Proofpoint Accredited Administrator web-based training for their selected products and become an Authorized Support Contact.

To enroll in the required training, the current Proofpoint Authorized Support contact for each customer must create and submit a support case in the Proofpoint Customer Success Center (PCSC) to add an Authorized Support Contact (ASC) to their customer account.

## HOW TO SUBMIT AN ADD/REMOVE AUTHORIZED SUPPORT CONTACTS CASE IN THE PROOFPOINT CUSTOMER SUCCESS CENTER

1. Log in to the Proofpoint Customer Success Center at <https://proofpointcommunities.force.com>.



2. Select **Cases**.



3. Select **New Case**.

The screenshot shows the proofpoint SUPPORT homepage. At the top, there's a search bar with the placeholder "Search your Cases here..." and a "Search" button. Below the search bar, there's a navigation menu with links for "CASES", "MY NEWS SUBSCRIPTIONS", and "COMMUNITY". A "Logout" link is in the top right. The main content area is titled "My Open Cases (Customer View)". It features a table with columns for "Case Number", "Account Name", "Contact Name", "Subject", "Status", "Priority", "Date/Time Opened", "Last Modified Date...", "Case Record Type", and "Product Type". A message below the table says "No records to display." The "New Case" button is circled in blue.

4. Choose **Support Contact: Add/Update/Remove** from the drop-down menu, then click **Continue**.

The screenshot shows a "Select Case Record Type" page. At the top, there's a search bar and a "Search" button. Below the search bar, there's a navigation menu with links for "CASES", "MY NEWS SUBSCRIPTIONS", and "COMMUNITY". A "Logout" link is in the top right. The main content area is titled "Select Case Record Type". It shows a dropdown menu for "Record Type of new record" with options like "Support Case", "Bad Program", "Blocked Sending IP (PDR)", "Email Classification Errors (FN/FP)", "Request for Enhancement", and "Support Case". Below the dropdown, there's a section for "Available Case Record Types" with "Support Contact: Add/Update/Remove" highlighted with a blue circle. A "Record Type Name" and "Description" table is shown below.

5. Complete the Contact Details (**Provide Name, Email, and Phone**) section.

The screenshot shows a "Case Edit" page for a "New Case". At the top, there's a search bar and a "Search" button. Below the search bar, there's a navigation menu with links for "CASES", "MY NEWS SUBSCRIPTIONS", and "COMMUNITY". A "Logout" link is in the top right. The main content area is titled "Case Edit". It shows a "Case Record Type" dropdown with "Support Contact: Add/Update/Remove" selected. Below the dropdown, there are fields for "Account Name" (Proofpoint Support), "Contact Name" (Cameron Geiger), and "Re-Open Case". On the right, there are dropdowns for "Status" (NEW), "Resolution" (None), and "Priority" (P3). A "Subject" field is highlighted with a blue circle. A "Description" field is also highlighted with a blue circle. A callout bubble points to the "Description" field with the text "Enter new Authorized Support Contacts Name, Email, Telephone, and any special instructions". Below the "Subject" field, there's a note: "Subject: Support Access for new team member". Below the "Description" field, there's a note: "Description: Please update the following Support Contacts". A list of contacts is shown: "Add: Jane Smith - jsmith@company.com", "Add: Joe Schmoe - jschmoe@company.com", and "Update email address: Mary Cafe - mcafe@company.com". At the bottom, there are buttons for "Submit", "Submit & Add Attachment", "Save & New", and "Cancel".

**Subject:**

(Type of request) (Company Name) and (Number of Contacts)

Type of request = Add, Remove, or Update

**Description:**

(Full name) (Contact Telephone) (Email Address) – (Action Requested)

**Subject Example:**

Add/Update Authorized Support Contact/ZYX Corp/4 Students

**Description Example:**

Students:

John Smyth	–	Jsmyth@zyx.com	–	408-867-5309	–	Update Telephone
June Bug	–	jbug@zyx.com	–	408-867-6523	–	Update email
Daniil Jones	–	djones@zyx.com	–	408-867-4597	–	Add New Contact
Deana Davis	–	ddavis@zyx.com	–	408-867-1385	–	Remove Contact

6. Review the information entered and click **Submit**.

Add:  
Jane Smyth - Jsmyth@company.com  
Remove:  
Joe Schmoe - jschmoe@company.com  
Update email address:  
Mary Cao - mcafe@company.com

Click Submit

Submit Submit & Add Attachment Save & New Cancel

If you have any questions, please contact Support [Create Case](#) or call our support hotline at +1.585.295.1522 or +1.866.714.4041.

## ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ:PFPT), a next-generation cybersecurity company, enables organizations to protect the way their people work today from advanced threats and compliance risks. Proofpoint helps cybersecurity professionals protect their users from the advanced attacks that target them (via email, mobile apps, and social media), protect the critical information people create, and equip their teams with the right intelligence and tools to respond quickly when things go wrong. Leading organizations of all sizes, including over 50 percent of the Fortune 100, rely on Proofpoint solutions, which are built for today's mobile and social-enabled IT environments and leverage both the power of the cloud and a big-data-driven analytics platform to combat modern advanced threats.

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