

# 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

**Revision Date:** May 2018

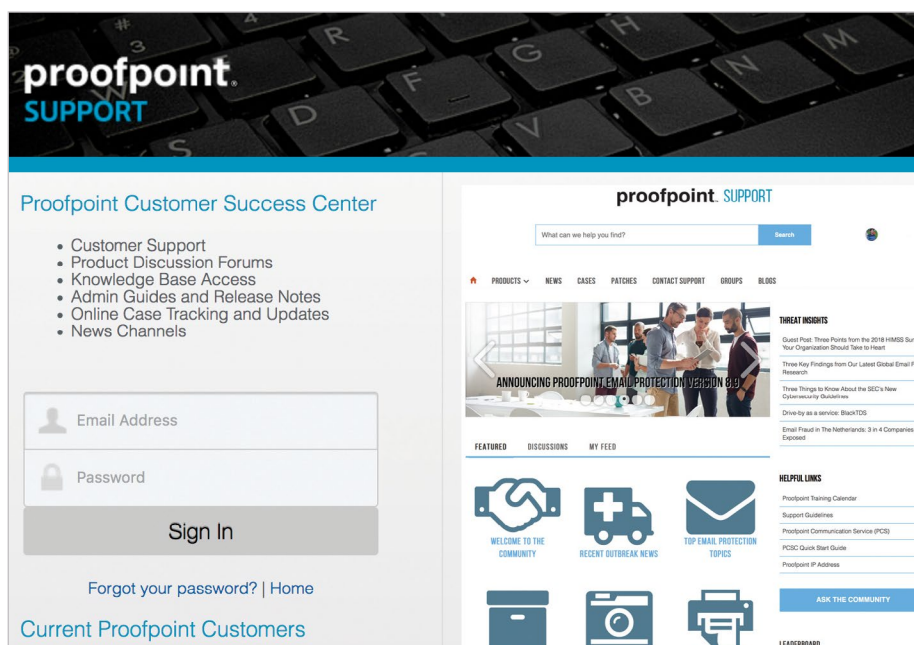
# OVERVIEW

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

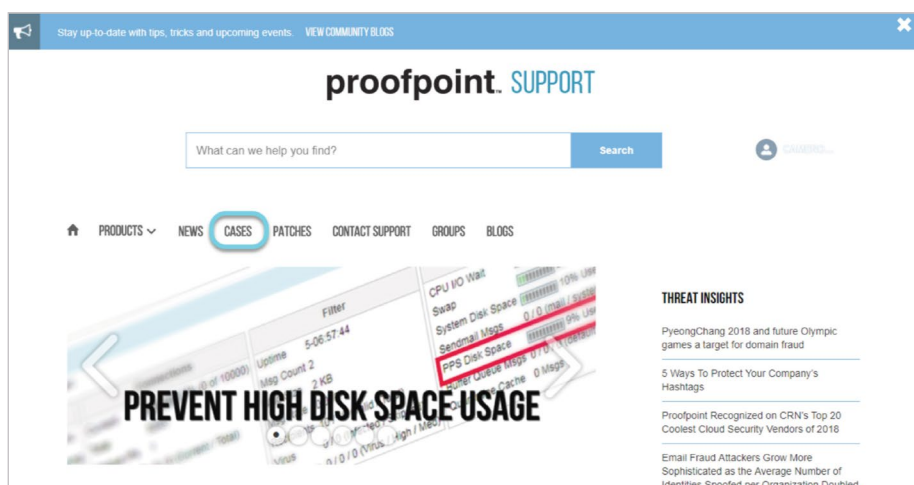
To enroll in the required training, the current Proofpoint Authorized Support contact for each customer must create and submit a support case in the Proofpoint Customer Success Center (PCSC) to add an Authorized Support Contact (ASC) to their customer account.

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

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



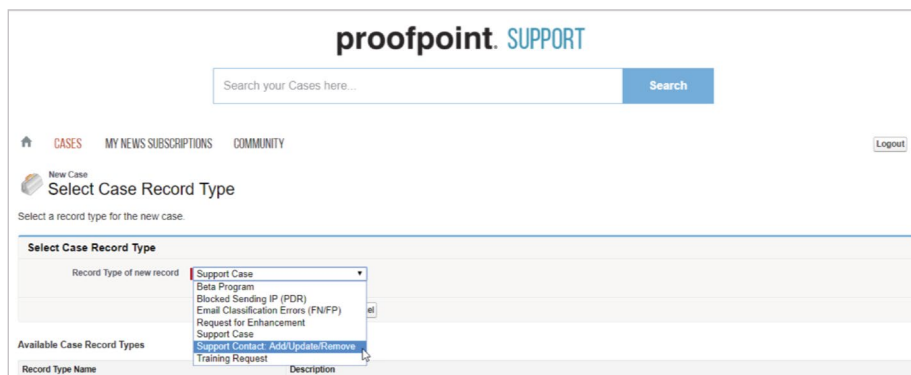
2. Select **Cases**.



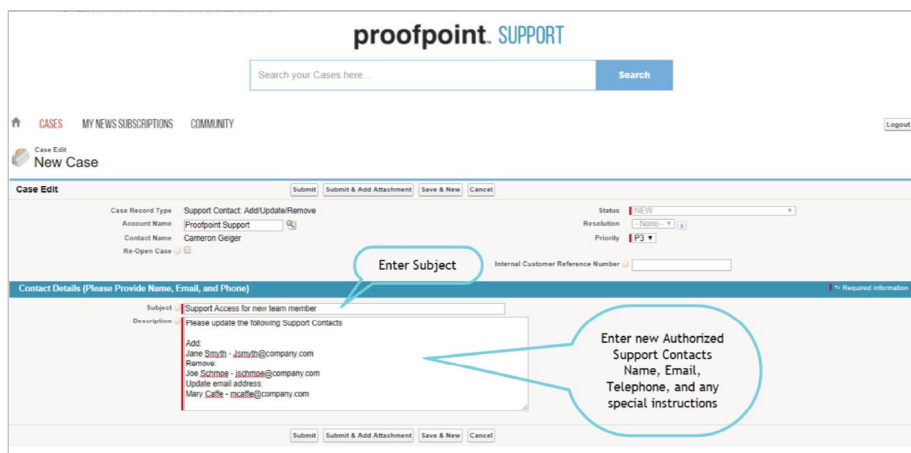
3. Select **New Case**.



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



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



### 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**.

Click Submit

Add:  
Jane Smyth - Jsmyth@company.com  
Remove:  
Joe Schmo - jschmo@company.com  
Update email address:  
Mary Caffe - mcaffe@company.com

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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