

How to...

find help and support

OPTION 1 - Green question mark icons

Create invoice
Create or update a new invoice or credit note

Help with this page ⓘ

New invoice

Customer*

Select option*

New invoice

Please enter a unique invoice or credit note number. Duplicate numbers are not allowed.

Invoice number* ⓘ

Create

Tungsten Network transactions

192

Purchase history

Purchase more invoices

Integrated Solution

With the Integrated Solution service you are able to transmit data files from your accounting system directly to the Tungsten Network. Upgrade now to get started today. Our experienced, industry-leading implementation specialists will guide you through every step of the set-up process

Saved invoices

Invoice number	Buyer name	Gross amount	Saved date	Edit	Delete
ch7sfb0dpt	B&M Manufacturing	1827307.20	2 days ago	✎	✕
30wn5ob333	B&M Manufacturing	0.00	2 days ago	✎	✕
6nuwqgbhe	B&M Manufacturing	0.00	2 days ago	✎	✕
k774dmh33	B&M Manufacturing	1827307.20	2 days ago	✎	✕
nh6szn6qj5	B&M Manufacturing	0.00	2 days ago	✎	✕

There are several different ways, in which you can get help while using the portal.

For example, when you are creating a new invoice you will see the **green question mark icon**.

You will find these throughout the site. In the example on the left, it helps you populate the 'invoice number' field.

OPTION 2 - Detailed explanations for every page

Create invoice
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Customer*

Select option*

New invoice

Invoice number ⓘ

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If you want more information, you can use 'Help with this page', which provides more detail on what you can do on a particular page.

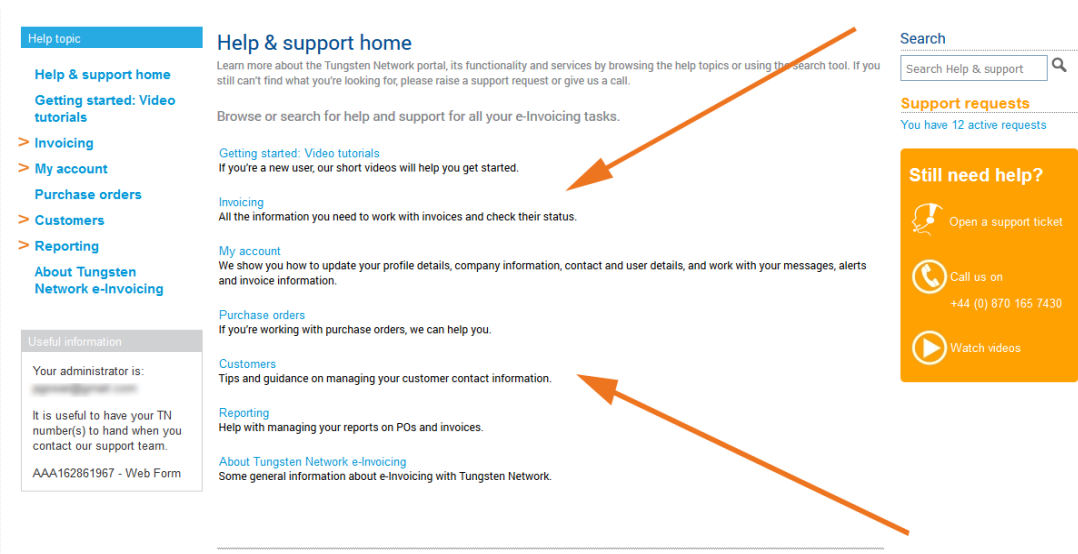
Requirement(s):

- Hover your mouse over any green question mark icon to read an explanation of a specific portal functionality
- Click on 'Help with this page' link or icon in the top right corner of a page to read the purpose and options available for the page you are on

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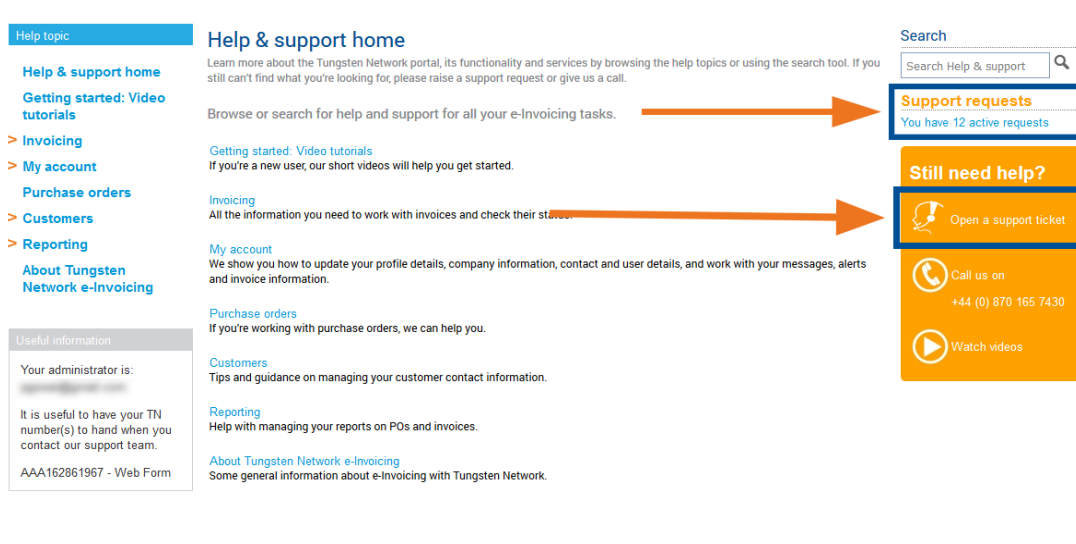
OPTION 3 - Help & support articles



Your customer has asked you to add an attachment to your invoice.

By going straight to the 'Help & support' section you can either browse the help topics to find the information you need or use the search engine.

OPTION 4 - Raise a support ticket or review existing tickets



If you have not been able to find the answers you need, you can contact our support team by raising a support ticket or calling them directly.

If you raise a ticket you can keep track of progress by clicking on your active requests.

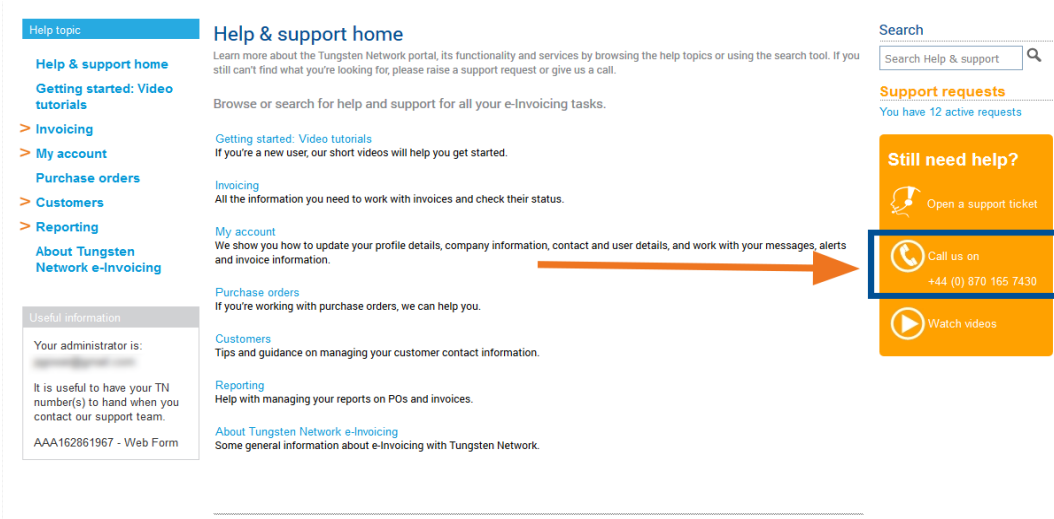
Requirement(s):

- Click on 'Help & support' link in the top right corner of any portal page
- Click on any article or video link
- Click on 'Open a support ticket' link in the orange box

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OPTION 5 - Call the support team



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.

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.

Search
Search Help & support

Support requests
You have 12 active requests

Still need help?

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

Useful information

Your administrator is:

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

AAA162861967 - Web Form

Requirement(s):

- Click on 'Help & support' link in the top right corner of any portal page
- Locate our phone number in the orange box at the right of the screen

If you can't find what you are looking for in our **Help & support** pages, you can call the Tungsten Network Support Team on the number shown in the orange box on the right side of the screen.

It is helpful to have your TN number to hand when you speak to the support team. You can find this in the 'Useful information' box on the left.

*TN number is the unique number of your business on the Tungsten Network. It can be located in the bottom left corner of the **Help & support** page.*