Watch Training Videos

If you're more of a visual learner check out our library video tutorials.

Submit a Support Ticket

Having some trouble with FRM? If you need help troubleshooting please click here to submit a support ticket.

Find More Training Resources

To see other training documents, resources and videos click here.

FRM CLIENT PORTAL ONBOARDING

The FRM support portal is your gateway to accessing the FRM Development team for requests, issues & questions.

What you will need to get started:

- FRM Username & Password
- Invitation Code provided in system-generated email
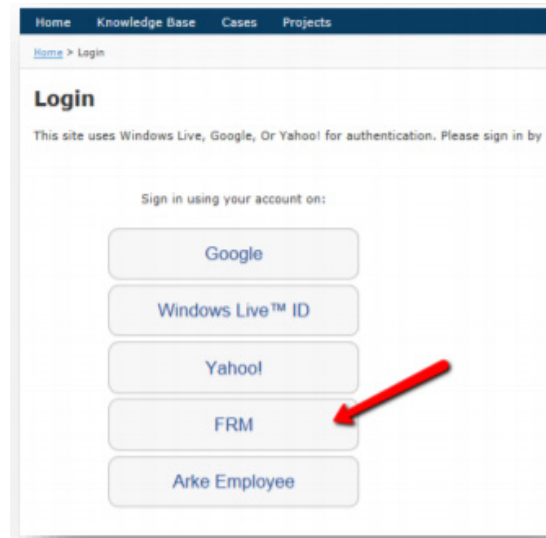- Answer to security question provided in system-generated email

FRM CLIENT PORTAL ONBOARDING

1. Clike on the URL or type http://support.FRMSolutions.com into your web browser
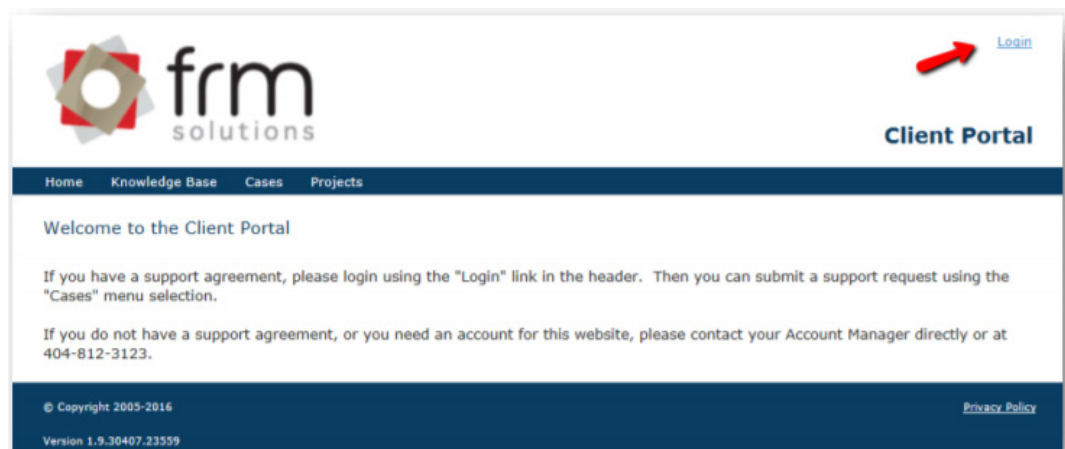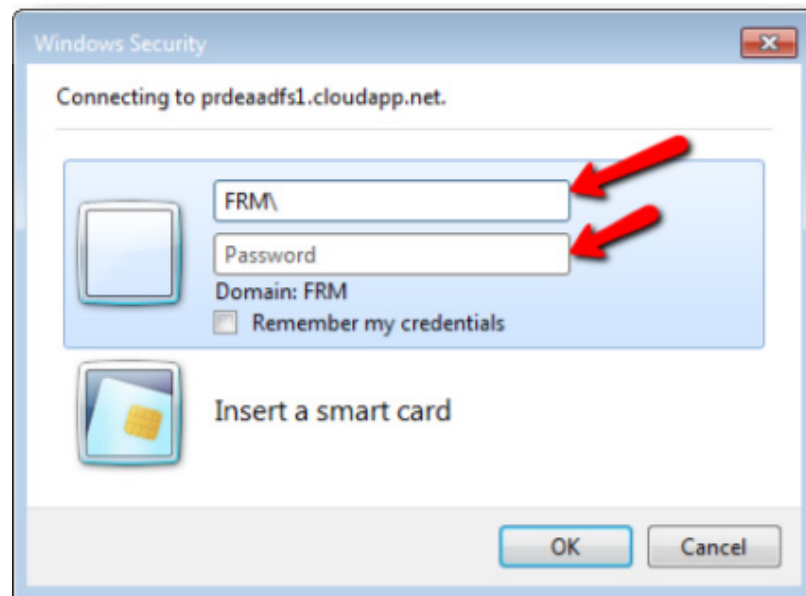
No
Excuses.
Just
Solutions.

2. Select Login from the top-right of the screen then select FRM
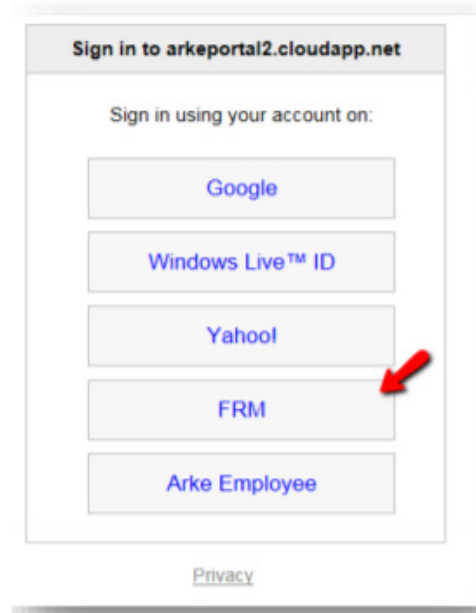

3. Enter your FRM credentials including the domain (FRM\)

4. Enter your invitation code, click OK

5.Answer Security Question; click Submit

6. Select FRM once more

You have successfully completed first time login! You will be brought to a page where you can update your contact information if you so desire, however, this is not required.
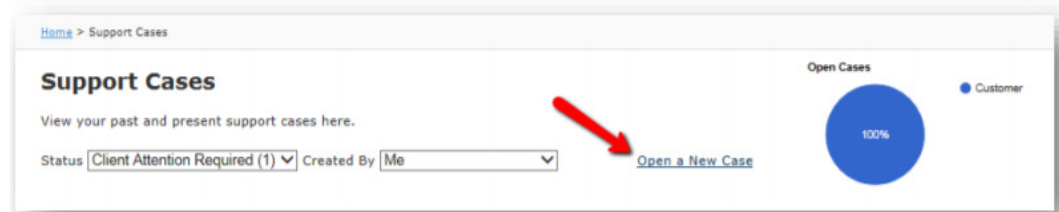
SUBMITTING YOUR CASE

1. Select Cases in the top-navigation

2. On the cases dashboard select "Open a New Case"

The case submission form will appear. Please input the following information &
click Create Case:

-Title
-Case Type
-Description
-Priority: Description of each priority level outlined below.
-S1: A production system is down and cannot be accessed
-S2: Critical Business Operations are interrupted.
-S3: High Priority
-S4: Normal Priority
-Attachments (if applicable): We encourage the use of screenshots and
documentation. To upload multiple documents at one time please ZIP them
up and submit the .ZIP file

REVIEWING & COMMENTING TO ACTIVE CASES

Once your case has been submitted it will appear on your Case Dashboard
By clicking the Created By drop-down You can review cases submitted by yourself OR by your team members

By clicking the status drop-down you can filter on cases that are assigned to you awaiting feedback/confirmation, cases assigned to the FRM Support Desk, cases On Hold & Completed.

By selecting the Case Name hyperlink you can open the case and add comments to the individual assigned to your case OR answer questions they have directed to you.

Title	Case Number	Status Reason	Priority
test	CAS-06052-K0N4	In Progress	S4 - Normal

From here you can add additional notes, request an update, add attachments or resolve any case.

Edit Case

test
Case Number: CAS-06052-K0N4

Status: In Progress (Assigned to Support)

Add a New Note:

Add a New Attachment: Browse...

Update and Assign to Support   Close Case

Created at 4/18/2016 5:18:24 PM
CUSTOMER> test   ← Comment thread from Support desk will start here

Created: 4/18/2016 5:18:23 PM
Last Modified: 4/18/2016 5:18:46 PM

Go Back to All Cases

USER MANAGEMENT MODULE

FRM Customers now have the ability to manage their users' access as well as license types directly from the client portal.
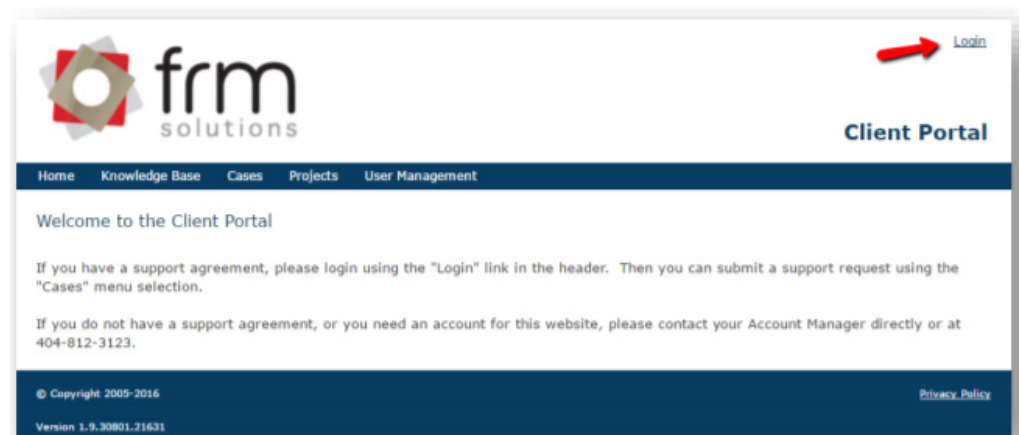
What you will need:
- Access to the FRM Client Portal
- User Management enabled on your contact

If you do not have both of the above, please reach out to your Project or Account manager.

If you have access to the FRM Support portal and User Management has been enabled please follow the below steps:
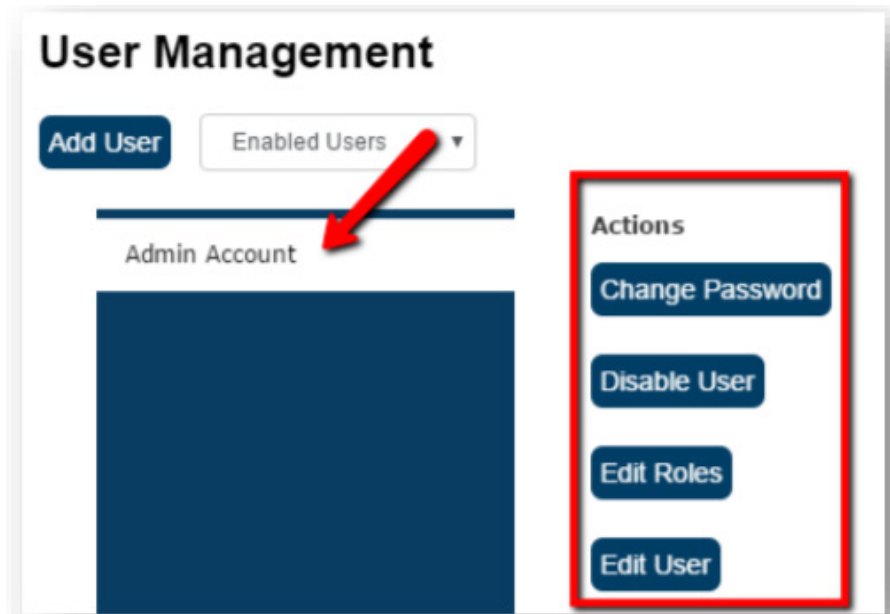
1) Login to the FRM Support Portal (http://support.frmsolutions.com)

If user management has been applied to your contact record you will see the option available in your navigation:
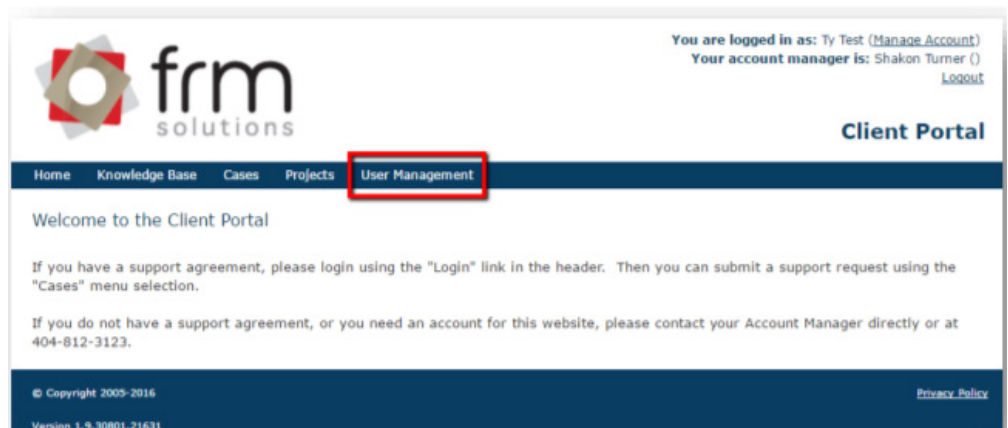
By selecting a user, you will see available actions appear as indicated in the below screenshot:

From each of the above options one is able to reset passwords, update license types, add/remove security