# Title: FRM Client Support User Guide

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FRM Client Support is based within FRM and allows you to easily report a technical problem, ask a question, or request assistance and additional resources from the FRM team. You can easily access FRM Client Support regardless of which module or screen you happen to be in.

To get started, click the three lines on the left-hand side of the ribbon at the top of your screen.
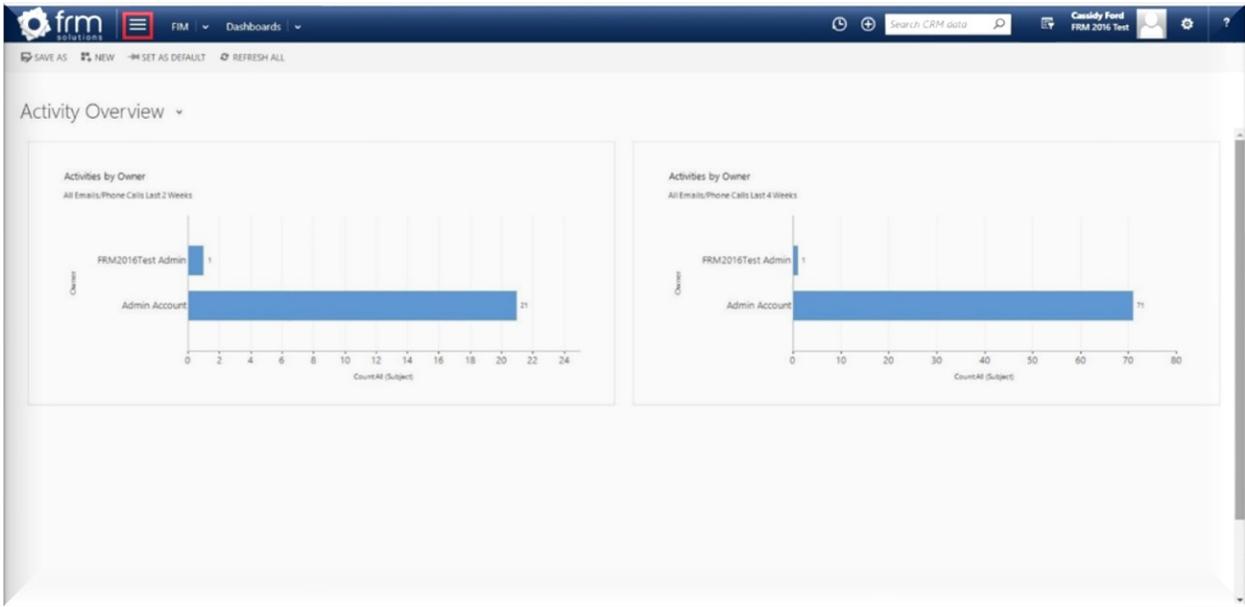
Navigate to the "Help Center" tile, then click on "FRM Client Support" in the drop-down menu. It is important to remember to navigate through FRM Client Support using the dedicated navigation buttons, rather than hitting the "back" arrow on your internet browser.
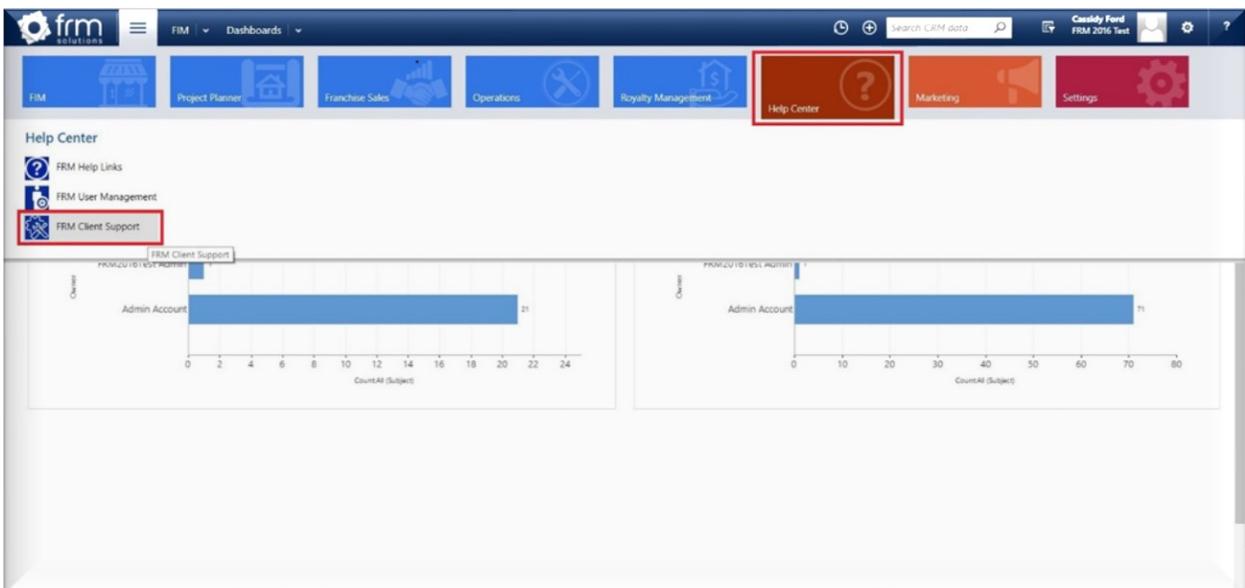
To view all cases, whether created by you or anyone in your company, use the drop-down bars to navigate to other views. To begin the process of creating a new support case, click "Create New Case."

Complete the fields regarding your case. Please provide as much detail about your issue or request as possible, including: detailed description, first occurrence, user(s) affected, specific examples, screenshots, etc.

Select the "Case Type," which will be either *Request, Problem,* or *Question*. Then, select a "Priority" level, either *Normal, High,* or *Critical.*

Be aware the "Critical" priority level indicates a serious malfunction, and it should only be selected in cases involving system-downtime. You will receive two notifications of this as a reminder before you submit your case.
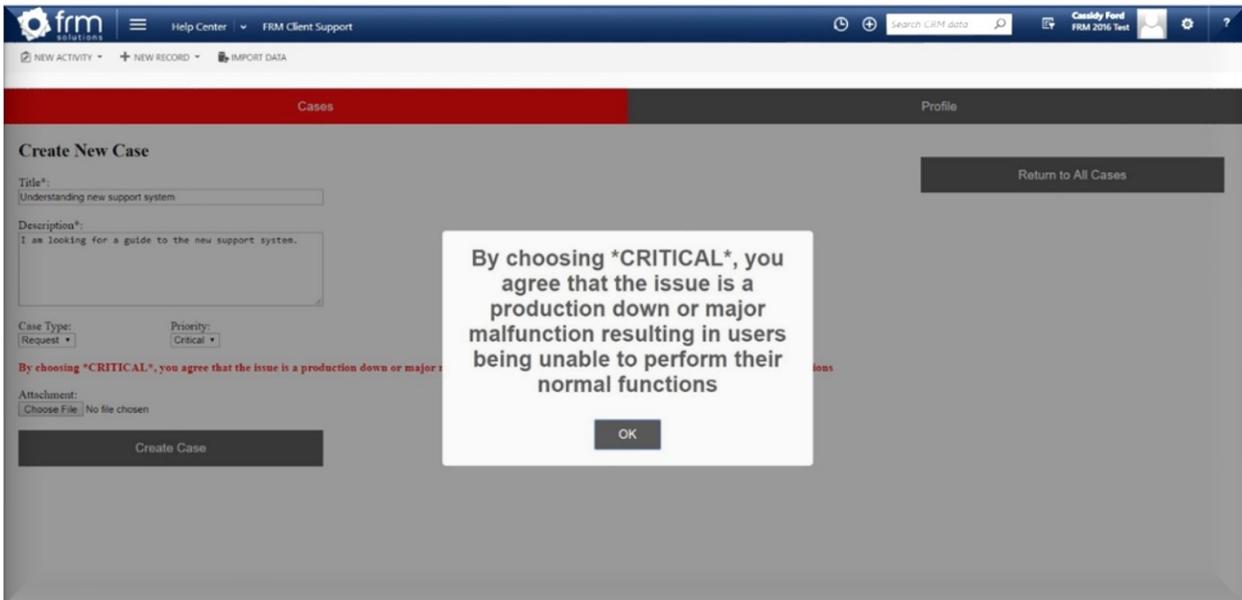
Once you hit "Create Case," a confirmation message will appear and you will be directed back to the default view.
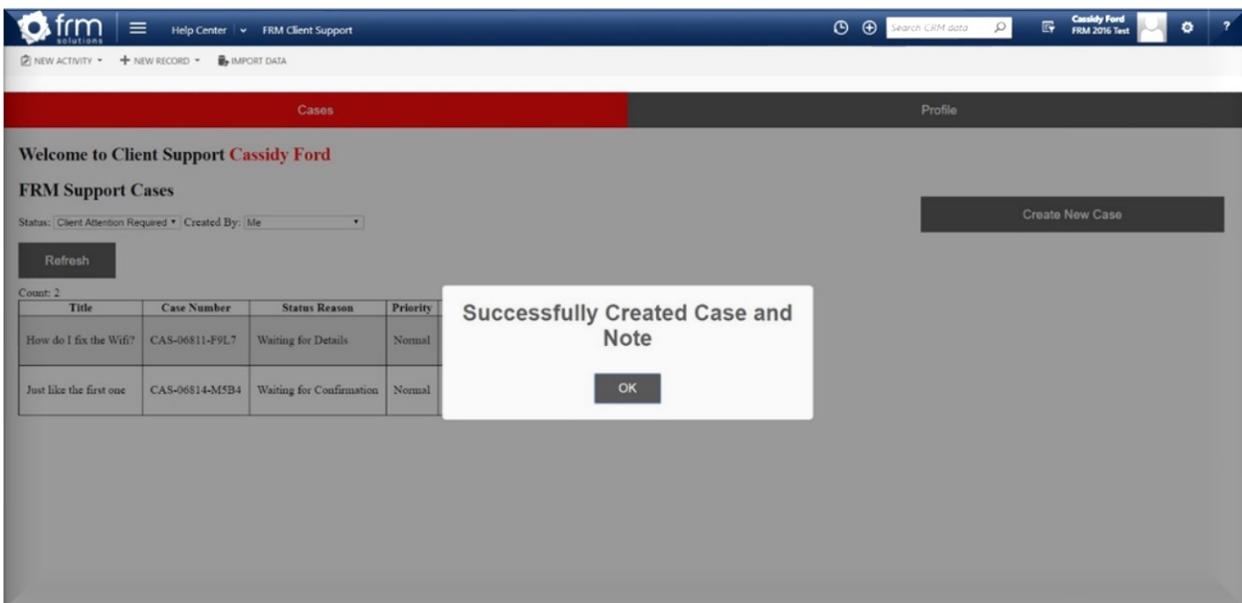
To edit a case that has already been submitted, select the desired case and click "Edit Case."

Here you can provide the support team with an update or close the case as resolved. A message will appear confirming the case has been successfully updated or closed. If you resolved the case, it will now show under the "Closed Cases" view on your starting screen. Note, once a case is closed, it will become 'view only.'
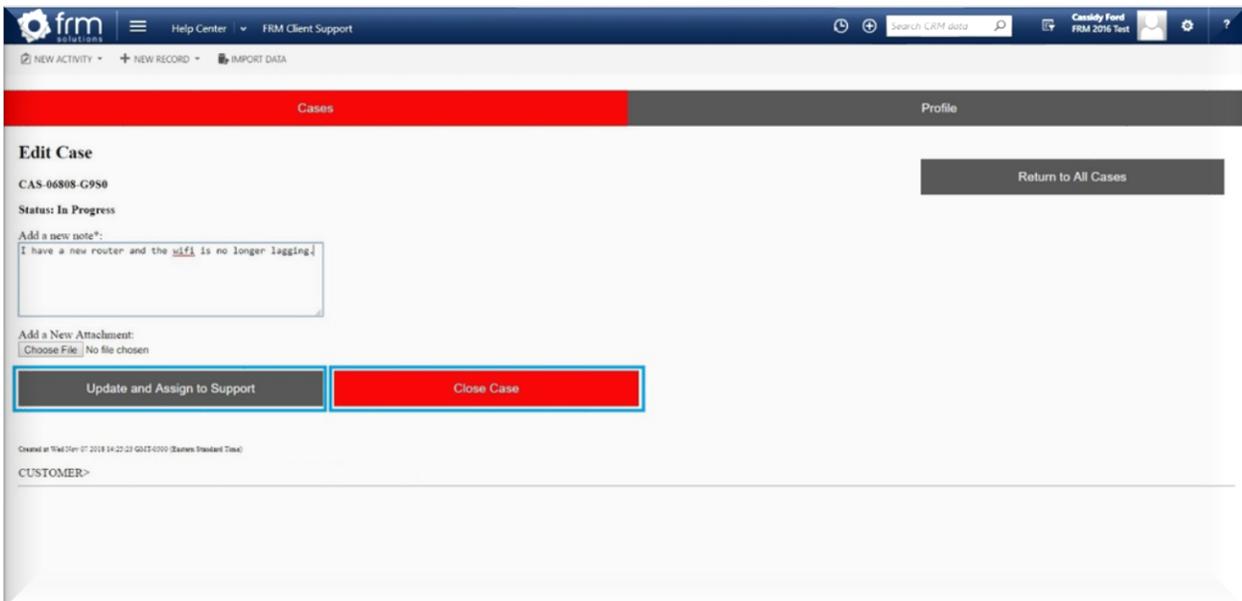
For more information or to access other support guides and training materials, visit the FRM Support Page online.