



What you need to know about the Tungsten support process.

Tungsten Network offers Phone and Support Ticket assistance.

As a valued member of the Tungsten network, you have access to our global support personnel at all times. Should you have a question about your account, we will be ready with a prompt response.

To check the status of your open support ticket, please log-in to your account or [click here](#).

or

Dial our support line, which can be located by clicking [here](#).

Additional Help Topics beyond training videos are located in our Support Hub [click here](#).

Getting started: Video tutorials

If you're a new user, we have everything you need to get started as quickly as possible.

[LifeScan Microsite](#)

How can I learn about the portal's functionality?

Watch our short video tutorials to tour the Tungsten Portal and learn how to use its key features:

1. [Manage your company and user settings](#)
2. [How to connect with your customers](#)
3. [How to create an invoice or credit note](#)
4. [Check your invoice status](#)
5. [Set-up and run reports on your invoices](#)
6. [Find help and support](#)
7. [Reactivate a failed invoice / credit note.](#)

How does the ticketing process work?

Opening a ticket is the key to your Tungsten support experience. Each ticket is given a unique number for tracking and documentation for you, LifeScan, and Tungsten. The ticket will be handled within the terms of the Service Level Agreement by our customer service agents.

Tickets can be opened for any issue with your Tungsten account; whether you forgot your login credentials, have experienced an invoice specific issue, or add a buyer to your account. **Additional LifeScan account information is accessible [here](#).**

Tickets numbers are required to escalate a topic to your Buyer.