

In order for the NFRC to provide customer service for issues with the CMAST tool and the certification program, users are to submit a ticket via the CMA SupportSuite application. The following provides a step-by-step process to access the software and to submit a CMA Support Ticket.

How to submit a ticket to regarding NFRC Component Modeling Approach

Access the CMA Support Ticket URL at: <http://support.nfrc.org/>

1. You must register with an email and be accepted.
2. After registration, log into Support Suite.

The screenshot shows the SupportSuite website interface. At the top, there is a navigation bar with the SupportSuite logo and the date "03 Feb 2010". Below the navigation bar, there is a "Support Center" section with several links: "Register", "Submit a Ticket", "Knowledgebase", "Troubleshooter", "News", and "Downloads". A "Log in" button is also visible. A box labeled "Register or Login" has arrows pointing to the "Register" and "Log in" buttons. The "Log in" button is highlighted, showing a form with fields for "E-mail" (jpadgett@nfrc.org), "Password", and a "Remember Me" checkbox. Below the "Log in" form is a "Search" section with a search box and a "Search" button. At the bottom of the page, there is a footer with navigation links and a language selector set to "English (U.S.)".

Latest Knowledgebase Articles	Date Added
Change of User Role	11 Sep 2009 09:59 AM
Attributes for THERM polygons	21 Aug 2009 06:13 PM
Synchronization Timeout	21 Aug 2009 06:11 PM
Previous updates and fixes	21 Aug 2009 06:09 PM

Latest News
» February 03: New Release of CMAST to 1.1.09
» December 07: CMAST v. 1.1.03 now available
» December 04: CMAST v. 1.1.02 now available
» December 03: CMAST Server Down This Evening
» November 25: CMAST v. 1.0.29 now available

To Register



03 Feb 2010

Support Center » Register

Register

Complete the form below to create a new account.

General Information

Full Name:

E-mail:

Password:

Password (repeat):

Verify Registration

Please enter the text you see in the image into the textbox below. This is required to prevent automated registrations.

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[Back](#)

Fill in General Information and use the activation link sent to your email.

Log in

[\[Lost Password\]](#)

E-mail:

Password:

Remember Me:

Search

-- Entire Support Site --

[Home](#) | [Register](#) | [Submit a Ticket](#) | [Knowledgebase](#) | [Troubleshooter](#) | [News](#) | [Downloads](#)

Language: [English \(U.S.\)](#)

Helpdesk Software by Kayako SupportSuite v3.60.03

3. Click "Submit a Ticket"

The screenshot shows the SupportSuite dashboard. At the top left is the SupportSuite logo. Below it is the 'Support Center' header. A navigation bar contains links for Home, View Tickets, Submit a Ticket, Knowledgebase, Troubleshooter, News, and Downloads. The main content area is divided into several sections: 'Logged in successfully', 'View Tickets', 'Submit a Ticket' (highlighted with a callout box), 'Knowledgebase', 'Troubleshooter', 'News', and 'Downloads'. On the right side, there is a 'My Account' sidebar with options like 'My Account', 'Change Password', 'Search', and 'Latest News'. The footer includes the text 'Helpdesk Software by Kayako SupportSuite v3.60.03' and a language dropdown set to 'English (U.S.)'.

4. Decide what category it falls into, software or certification. Click next.

The screenshot shows the 'Submit a Ticket' page. The header includes the SupportSuite logo and the date '17 Feb 2010'. The page title is 'Support Center » Submit a Ticket'. Below the title, there is a section titled 'Submit a Ticket' with the text: 'If you can't find a solution to your problem in our knowledgebase, you can submit a ticket by selecting the appropriate department below.' A 'Select Department' section contains five radio button options: 'CMA Certification' (selected), 'CMA Software', 'ACE', 'ASL', and 'IA'. A callout box labeled 'Select a category' points to the 'ACE' option. Below the radio buttons are 'Next >' and 'Reset' buttons, and a 'Back' link. The footer is identical to the previous screenshot, showing 'Helpdesk Software by Kayako SupportSuite v3.60.03' and the language dropdown.

5. This page is where you provide NFRC the necessary information about your ticket. Treat it just as you would an email; **be detailed and specific and upload screen shots if necessary**. The more details you give, the more we'll be able to help.

The screenshot shows the 'Submit a Ticket' page in SupportSuite. The page title is 'Support Center » Submit a Ticket » CMA Certification'. The date is '03 Feb 2010'. The user is logged in as 'Jen Padgett'. The page has a 'General Information' section with a 'Priority' dropdown set to 'Low'. The 'Message Details' section has a 'Subject' field and a large text area for the message. The 'Upload File(s)' section has a 'Browse...' button. There are 'Submit' and 'Reset' buttons at the bottom. A 'Back' link is also present. The footer includes navigation links: 'Home | View Tickets | Submit a Ticket | Knowledgebase | Troubleshooter | News | Downloads' and 'Language: English (U.S.)'. The version is 'Helpdesk Software by Kayako SupportSuite v3.60.03'.

Annotations on the screenshot:

- Two arrows point from a text box to the 'Subject' field and the message text area. The text box says: "Add a subject line and a message with specific details."
- An arrow points from a text box to the 'Browse...' button. The text box says: "Upload a file, such as screen captures or Thern files"

6. Click "submit" and you will receive a confirmation email providing a ticket number as well as the information about your ticket.
7. NFRC Staff will review, categorize, prioritize your ticket, and contact you soon.