

Member Support Portal Navigation Guide

February 2025

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Member Support Portal

The Member Support Portal is an online platform that allows members to access information, troubleshoot issues, and resolve problems independently without the need to involve an AF Member Services Representative. This centralized hub includes a knowledge base with guided questions to arrive at answers. It also provides the ability to ask a question or report an issue directly without the need for a phone call or email.

Member Support Portal Benefits

The benefits of the Member Support Portal include:

- The ability to check real-time status of an inquiry and receive update notifications on submitted inquiries.
- Automated workflows that route issues to the correct support group quickly and efficiently to achieve faster turnaround times.
- A knowledge base with step-by-step guidance and solutions.
- Performance analytics that help the AF Support team identify trends to drive further service improvements for members.

Accessing the Member Support Portal

After logging in, click **Contact Us** on the AF home page — this takes you to the home screen for the Member Support Portal. The portal shows tickets associated with your log in credentials.



Access is typically granted following the **log in** process. If you cannot log in, try clicking **CONTACT US**.

	//home.arbfile.org/contact-us			-
	Log in to My Arbfile For Arbitrators COMPAN		ACT US Site Search Q	
	Arbitration Forums, Inc. Programs *	Products & Services • Training	; News	
R	We're he	act Us		
	Member Service and Support			
	For assistance with all AF products and services, please log in to the member support	Hours:		
3 For the	Tor assistance with all AF products and services, please log in to the member support	um 7:00 pum. ET	wing holidays in 2025:	
3 For the	Knowledge Base and Support Tickets: Member Support	um 7:00 pum. ET	wing holidays in 2025: January 1	
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3 For the	Knowledge Base and Support Tickets: Member Support Malling Address: Adviration Forum, Inc. 323 Antoholde boolvoord, Suite 135 Tampe, P. 20504 Member payments should be mailed to the following address: P.O. Boo 97058 Advirat. 67, 20204-7056	m - 768 p.m. ET be closed in observance of the fulls New Your's Day Mercan Lafter King, Jr. Day Mer	January 1 January 20 July 4 September 1 November 26 November 28 November 28 December 28 December 25	
3 For the	Knowledge Base and Support Tickets: Member Support Malling Address: Additation Forum, Inc. 323 Knowled belowiewid, Sale 133 Tenter, 73354 Member payments: should be mailed to the following address: Additation Forum, Inc. 70 Base 20100 Additation Forum, Inc. 20 Additation Forum Fo	m - 789 p.m. ET be closed in observace of the fulls New Your's Lose for g. Jr. Day Memory Lose for the full Memory of the Support Independence Day Linker Day Thunkaging the Supy Closure (closing at 12 p.m. ET) Thunkaging Day Christians Day Post Christians Day	January 1 January 20 July 4 Septembr 1 November 26 November 27 November 27 December 24 December 25 December 26	

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Home Screen

Highlights of the home screen include:

- A search bar to locate a particular service or helpful articles.
- Access to a knowledge base.
- The opportunity to easily contact support to make a request or report a problem.

Knowledge and **Get Help** are highly visible near the top of the page. Simply click the appropriate image link — the book for knowledge or the life preserver — to get help.

Most Read Articles and Featured Articles are linked below on the left; My Assessments and Surveys, plus Announcements, appear on the bottom right.

Announcements share important information, such as service outages or the status of system issues. Please check here before reporting a potential technical issue.



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Knowledge

Click the image link (book) next to Knowledge; the Knowledge page appears.



Use the search bar (1) to locate content. Click the book or the earmarked page (2) to get the result shown in the second image that follows. Easily access Featured, Most Useful, and Most Viewed content via links.



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Get Help (Support Request)

Arbitration Forums, Inc. Mary Clark Knowledge My Lists Hello Mary. How can we help? Search for service or helpful articles? Q Get help Knowledge Browse and search for articles, rate or submit Contact support to make a request, or report a feedback. problem. Most Read Articles My Assessments and Surveys Additional Exposures in Arbitration No assessments or surveys for you at the moment 499 Views • 3mo ago • ***** E-Subro Hub Best Practices 396 Views • mo ago • ★★★★★ Announcements Revisits in TRS Explained No information available 222 Views • 4mo ago • ★★★★★ Featured Articles Batch Print Action in E-Subro Hub 133 Views • 3mo ago • ★★★★ Terms of Use Privacy Policy End User Lie

Click Get Help (life preserver) to make a request or report a problem.

Request Assistance from the Support Team appears. Complete required fields (red asterisk).

Æ	ABBITRATION FORUMS, INC. Bedronig-stone monator forest	1 of 2	Mary Clark
Kn	rowledge My Lists		
	Home > Request Assistance from the Support Team		Search Q
	Request Assistance from the Support Tean Request Assistance from the Support Team	n	Submit
,	Submit a ticket about your issue or ask a question and the Support Te Indicates required Requested For Member Company Automatically fills	am will assist you.	Required information Contact Phone Number Product or Service Short summary of the issue you are having or what is your question. Who is affected by this issue? How is this impacting your work?
	Automatically fills Contact Phone Number Case ID / Demand ID	*Product or Service Accounting/Billing AF Accelerator for Guidew AF Standard Data Feeds AF Support Portal AFClient Arbitrator Support	ire
	* Product or Service	Arbitrator Testing Site	
		AF Standard Data Feeds AF Support Portal AFClient Arbitrator Support	re

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The environment menu defaults to **Production** (see blue stars). **Non-Production** is for members using the User Acceptance Testing (UAT) environment — select **Non-Production** to report any UAT issues. Don't forget to add any essential attachments (click the paper clip).

Environment	2 of 2 Submit
Production	v Suomit.
* Short summary of the issue you	are having or what is your question. Required information
Please provide any additional de question.	Catata Phore Nambe Pocket a Soviet Statis that can help the Support team in resolving your issue or answering your Statis that can help the Support team in resolving your issue or answering your Was admost between the statistic statisti
	*Who is affected by this issue?
*Who is affected by this issue	2 ··· None ··· ·
None	Q
*How is this impacting your w	ork? This is affecting my whole organization.
None	I am aware of others within my organization experiencing similar issues. This is only affecting me.
Environment	
Production	Add attachments
None	How is this impacting your work?
Non-Production	··· None ··· *
Production	٩
	None This is affecting my ability to work across the entire application(s). This affects only portions of an application.

Confirm your item(s) are attached by clicking the **Attachments** heading. Notice below the document, including its size, appears. Multiple attachments are allowed.

A INTERATION FORTIMAN FORCE		Mary Clark
Knowledge My Lists		
Home > My Request - CS0001365 Number CS0001365	Created Updated Stat 21d ago 13d ago Op	
Need help understanding one of the metrics (198) Assigned to TEST Service Pointry 4 - Low Contact CLARK CONSTRU Contact Mary Clark	Actions -	
Activity Attachments		
Data Analytics 3.png (197.8 KB) 1d ago	ð ×	l

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The red asterisk on each required field changes to black after it is completed. After completing all required fields, click the green **Submit** button.

Anternation Follows, Ioc.	(Mary Clark
*****	~~~~~	
Home > Request Assistance from the Support Team	Search	Q
*kequested For	Submit	
Mary Clark x	T	
Member Company		1
CLARK CONSTRUCTION-2082030000		
Member Company Code		
TEST09876		
Product or Service		
AF Accelerator for Guidewire ×	Ŧ	
Environment	— —	
Production	Ŧ	
Short summary of the issue you are having or what is your question.		
Intermittent lag		
Please provide any additional details that can help the Support team in resolving your issue or answering your question.		
Who is affected by this issue? This is only affecting me.		
This affects only portions of an application.		
Add attach	ments	

Your request appears with a reference number, a priority level, and a status of New.

REITRATION FORUMS, INC. Membeodig.com. Immunitur.fixuned						(Mary Cla
vledge My Lists							
Home > My Request Number CS0001365 Summary here	- CS0001392				Created 5m ago	Updated 5m ago Actions -	State New
Priority 4 - Low	Member Company / Acco CLARK CONSTRU	Contact Mary Clark					
Activity Atta	chments						
S C Paragraph	<u> </u>	2 <u>5 5 5 1</u>	:	∃ i∃ & %			
						Send	
Mary Clark C50001365 Cre	eated					5m ago	

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AF then sends an email stating your ticket has been opened (see highlights below). Click the **View Ticket** button in the email to access the ticket.

Member email example when a tic From Member Support To Mary Clark Retention Policy Mailbox Default (90 days) Start your reply all with: Thank you! Got it, than			Expires 4/24/2025
	Hello Mary Clark	RATION FORUMS, INC. rskip driven. Innovation focused. pport Ilcket has been opened. CS0001365 Need help understanding one of the metrics New 4 - Low VewTider	
Ref.MSG0197749_frv	Please remember to keep the	Ref/MSGxxx line on the bottom of this email.	

My Lists

Alternatively, click My Lists from the home screen (see below and next page).

A UNITERITOR FOREMAL, INC.	Mary Clark
Knowledge My Lists	
Hello Mary	. How can we help?
Search for service or helpful art	icles? Q
Browse and search for articles, rate or submit feedback.	Get help Contact support to make a request, or report a problem.
Most Read Articles Additional Exposures in Arbitration 499 Views • 3mo ago	My Assessments and Surveys No assessments or surveys for you at the moment
 E-Subro Hub Best Practices 396 Views • mo ago • ***** Revisits in TRS Explained 222 Views • 4mo ago • ***** 	★ Announcements No information available
Featured Articles Batch Print Action In E-Subro Hub 133 Views • 3mo ago • ★★★★☆	Terms of Use
End U	Privacy Policy ser License Agreement

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My Lists is a list of your tickets. See the All Cases heading below.



The software used to deliver the Member Support Portal uses the term case: a **case** is a ticket.

Click the individual case number for more detail. Click the arrows and/or page numbers at the bottom of the page to locate other cases. The default filter is **All Cases**. Cases can be filtered by **Action Needed**, **My Cases**, **My Case Tickets**, and **My Requests** (see left).

	n FORUMS, INC. n bernaturforant							Mary Clark
Knowledge	My Lists							
	Home > My Lists					Search		Q
	My Lists	∃ All Ca	ises A	case is	a tic	ket.		^
	All Cases	S All						
	Action Needed My Cases	Number	Short description	Service Offering	Contact	Member Company / Account	Priority	State
	My Case Tasks My Requests	one one	ed help derstanding e of the trics	Data Analytics	Mary Clark	CLARK CONSTRUCTION	4 - Lo	w Open
		CS0001371				1.000	1 - Critical	Resolv
		CS0001372					1 - Critical	Resolv
		CS0001373					1 - Critical	Resolv
		CS0001369					1 - Critical	Resolv
		C50001368					4 - Low	Open
		CS0001367				1.000	3 - Moderate	Closer
		CS0001315					3 - Moderate	Closer
		CS0001293					2 - High	Closer
		CS0001337					2 - High	Open
		CS0001361					4 - Low	Closer
		CS0001359					3 - Moderate	Open
		CS0001360					4 - Low	Closer
		CS0001350					3 - Moderate	Closer
		CS0001348					3 - Moderate	Closer
		CS0001347					3 - Moderate	Closer
				5 6 7 Terms of Use	8 9	10 11 Rows 1	- 20 of 203	P P
			F	Privacy Policy r License Agreemen	t			

After clicking the reference number, granular information about the case appears.

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Activity View

Activity is the default view of the request (indicated by green font). This will show all activity on the case, with the newest activity at the top. Below, the latest message confirms a support ticket has been opened and assigned. Notice in the upper left the circle with two initials (in this case, TG) followed by the Member Services Representative's name. To send a message, type it in the text box and click **Send**.

Arbitration Forums	bc.	Tours Mary Clark
Knowledge My I	ists	
Home	> My Request - CS0001365	[]
Number CS00013	65	Created Updated State 2 d ago 1 d ago Open
Nee	d help understanding one of the metrics	Actions -
	med to Priority Member Company / Acco Contact n Guzman 4 - Low CLARK CONSTRU Mary Clark	
Acti	vity Attachments	
5	Paragraph ∨ A ∨ Z ∨ B I U E E E E E E E E I P ※ E ⊂ Z	(1)
	am sending a message here.	
(S) Control		Send
to: mcl	ark@example.com : Arbitration Forums Member Support Ticket CS0001365 has been opened • Hello Mary Clark, The folk	1d ago * Email received V
been o	pened. Ticket CS0001365 Short description Need help understanding one of the metrics Description Stat	
Show f	ull email	
	Mary Clark	2d ago
	Data Analytics 3.png 198 KB	
۲	Mary Clark CS0001365 Created	2d ago
	Terms of Use Privacy Policy	
	End User License Agreement	
		I

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Email Notifications

Notice the email below shows your message in the **Comment** area. Look for the Reference Code at the bottom of the email. Your email also appears in the **Activity Log** (see second image).

Member email example when	n a ticket is OPENED			
Arbitration Forums, Inc. To Mary Clark Retention Policy Mailbox Default (90 days) Start your reply all with: Thankyout G	ot it, thanksl Completed.) Feedback		
	Hello Mary Clark,	RATION FORUMS, INC. ship driven. Innovation focused. e a comment on the following support		
	Ticket	CS0001365		
	Short description	Need help understanding one of the metrics		
	Description	4 - Low		
	State	New		
L	Priority	4 - Low		
_	Comment	01/21/2025 18:47:46 EST - Mary Clark I am sending a message here.		
		View Ticket		
Ref-MSG0197752_uGb13	lease remember to keep the Ref.	MSGxxx line on the bottom of this email]	*****

TRATION FORUMS bendge driven descention for	lec. ef	Mary Cla
dge My l	ists	
Home	> My Request - CS0001365	
Number CS00013	65 Created Update 1d ago 1d ag	

Mary Cl	ark Id ago • Ad	lditional comments
S	System 1d ago * Email receiv	red 🗸
S	System 1d ago * Email receiv to: mclark@example.com Subject: Arbitration Forums Member Support Ticket CS0001365 has been opened • Hello Mary Clark, The following member support ticket been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Description State New Priority 4 - Low View. Show full email	t has
S	to: mclark@example.com Subject: Arbitration Forums Member Support Ticket CS0001365 has been opened Hello Mary Clark, The following member support ticket been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Description State New Priority 4 - Low View. Show full email	t has
\$ •	to: mclark@example.com Subject: Arbitration Forums Member Support Ticket CS0001365 has been opened Hello Mary Clark, The following member support ticket been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Description State New Priority 4 - Low View. Show full email	t has

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An AF Member Services Representative will reply to your request. See the following email notification with a link to a **Knowledge Base** article.

Member email e	example (Solution E	mail from AF)			
	Forums, Inc.				
To Mary Cla Retention Policy Mailbox I					s 4/24/2025
Start your reply all with:		ks! Completed. 1 Feedba			
start your reply all with:	Thank you! Got it, than	completed.	JCK		
		Hello Mary Clark,	RATION FORUMS, INC. ership driven. Innovation focused.		
		Member support has mad ticket.	de a comment on the following support		
		Ticket	CS0001365		
		Short description	Need help understanding one of the metrics		
		Description	4 - Low		
		State	Open		
		Priority	4 - Low		
	\rightarrow	Comment	01/22/2025 12:15:07 EST - Help Desk - Tom Guzman Please review the knowledge article for help. KB0010159 : Understanding Data Analytics		
	6		View Ticket	1	
		Please remember to keep the Re	f.MSGxxx line on the bottom of this email.		
Ref:	MSG0198694_sTlpyP1GfSF	E9TFddUUR			

The response also appears in the Activity Log.

ALARTERITOR FORENS, INC.	Tours Mary Clark
Kiowledge My Lists	
Home > My Request - CS0001365	
Number CS0001365	Created Updated State 2 d ago 10 m ago Open
Need help understanding one of the metrics	Actions -
Assigned to Priority Member Company / Acco Contact Tom Guzzman 4 - Low CLARK CONSTRU Mary Clark	
Activity Attachments	
T6 Tom Guzman Please review the knowledge article for help.	10 m ago • Additional comments
KB0010159 : Understanding Data Analytics	
S System to: mclark@example.com	10 m ago • Email received 🗸
Subject: Arbitration Forums Member Support has made a comment on Support Ticket CS0001365 • Hel made a comment on the following support ticket. Ticket CS0001365 Short description Need help understa	
Show full email	
Mary Clark I am sending a message here.	1 d ago * Additional comments

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(i)

If the information shared addresses your question/issue, please click the **Actions** button at the upper right, and then click **Close Case.**

If the case is not closed, it will automatically close after seven days of inactivity. Please look in your email for a satisfaction survey.

	My Request - CS0001365	
Number CS00013	865	Created Updated State 2 d ago 10 m ago Open
Nee TG	ed help understanding one of the metrics Assigned to Priority Member Company / Acco Contact Tom Guzman 4 - Low CLARK CONSTRU Mary Clark	Actions • Close Case
	Activity Attachments	
) _{TG}	Tom Guzman view the knowledge article for help. 159 : Understanding Data Analytics	10 m ago * Additional commen
	tem	10 m ago * Email received *
Sho	w full email Mary Clark I am sending a message here.	1 d ago * Additional comments
5	System to: mclark@example.com Subject: Arbitration Forums Member Support Ticket CS0001365 has been opened • Hello Mary Clark, T been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Description	
•	Show full email	
	Mary Clark Data Analytics 3.png 198 KB	2d ago
	Mary Clark CS0001365 Created	2d ago
0		
٩	Terms of Use Privacy Policy	
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Filtering My Lists

The default filter for **My Lists** is **All Cases**. Use the filters on the left — **Action Needed**, **My Cases**, **My Case Tasks**, **and My Requests** — to filter your cases by broad categories. Click the filter icon (see second visual) for more detailed filtering options.

	N FORUMS, INC.							Mary Clark
Knowledge	My Lists							
	Home > My Lists					Search		Q
	My Lists	■ All Ca	ses All	cases is	the de	fault filter		•
	All Cases	🏹 All						
	Action Needed Ny Cases	Number	Short description	Service Offering	Contact	Member Company / Account	Priority	State
2	My Case Tasks	CS0001400	TESTING	TRS	Andrea Vandergast Admin		3 - Moderate	New
l	My Requests	CS0001399	TESTING	TRS	Andrea Vandergast Admin		3 - Moderate	New
		C\$0001397	Test Case for Ray Hart		Mary Clark	CLARK CONSTRUCTION	3 - Moderate	New
		CS0001396	Intermittent lag	AF Accelerator for Guidewire	Mary Clark	CLARK CONSTRUCTION	3 - Moderate	Closer
		CS0001395	Need assistance	Arbitrator Support	Mary Clark	CLARK CONSTRUCTION	4 - Low	New
		CS0001371	Child Case 01		Mary Clark	CLARK CONSTRUCTION	1 - Critical	Close
		C\$0001373	Child Case 03		SN Test3	INTACT INSURANCE GROUP USA LLC	1 - Critical	Closer
		CS0001365	Need help understanding one of the metrics	Data Analytics	Mary Clark	CLARK CONSTRUCTION	4 - Low	Open

	N FORUMS, INC.						Mary Clark
Knowledge	My Lists						
	Home > My Lists				Search		Q
	My Lists	■ All Cases Show filter					
	All Cases						
	Action Needed	Load Filter Save Filter	Add Sort		Clear All Run		×
	My Cases	All of these conditions must be met					
	My Case Tasks My Requests	2 choose field	`		⊖ OR AND		
		Nun Action status	Offering	Contact	Member Company / Account	Priority	State
		CS0 Active Active account escalati (tor t	Mary Clark	CLARK CONSTRUCTION	4 - Low	New
		Activity due	0	Mary Clark	CLARK CONSTRUCTION	1 - Critical	Close
		CSO Actual end Actual start Add resolution notes to co		SN Test3	INTACT INSURANCE GROUP USA LLC	1 - Critical	Close
		CSO Additional assignee list	ກalytics	Mary Clark	CLARK CONSTRUCTION	4 - Low	Open
			FClient	Mary Clark	CLARK CONSTRUCTION	4 - Low	New

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Working left to right, choose filters. In the first sample image below, the intital filter is **Activity Due** (see highlighted). Based on this filter, a duration filter appears. Select the duration by days, weeks, months, etc., as provided.

e My Lists				
Home > My Lists	Sec	arch		Q
My Lists				
All Cases	Ş All			
Action Needed	Load Filter Add Sort	Clear All Run		×
My Case Tasks	All of these conditions must be met Activity due	OR AND		
My Requests	or DAVS New Critica + WERKS - February-202	25 →		
	Number Short d > QUARTERS V DAYS	- February-	0005	-
	CS0001395 Need at YEARS Today MINUTES Yesterday Su			Sa
	CS0001371 Child C:	27 28 29	30 31	1
	CS0001373 Child Ca	3 4 5	6 7	8
	Last 60 9 days			15
	CS0001365 Need ht Last 90		20 21 27 28	1
	one of the Last 120			

Notice the ability to filter further using the **OR** and **AND** filter buttons (also see next page).

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