

SUPPORT RESOURCES



- There are three avenues of support across Conexiom, depending on the type of assistance that you require.



Portal Guidance and Basic Troubleshooting: Knowledge Base

- Learn how to use Conexiom's features and workflows
- General information about Conexiom and products offered
- Setting up a new trading partner
- Guidelines and tips for submitting a change request
- Troubleshooting FAQs
- Information about software updates, including new features, bug fixes, and improvements

Access the Knowledge Base [HERE](#)
(? icon in the portal)



Updates to Mapping or Logic: Change Request in Conexiom Portal

- New trading partner mapping
- Changes to an existing trading partner map (such as document layout, logic/rules, transformation, assign key, etc.)
- Deactivate a trading partner
- New cross reference table logic
- Questions about reason provided for a “Not Processed” document
- The Exception Manager screen is all red or not loading

<https://portal-na1.cloud.conexiom.com/>
(Customer/Vendor Details page)



Further Assistance and Portal Technical Issues: Customer Support

- Additional assistance not found in the knowledge base
- Technical issues (such as login, report upload/download, etc.)

Note – your Portal Administrator is the first point of contact regarding login issues, as they can unlock user accounts directly from the portal

- New delivery or transfer credentials (such as SFTP username/password)
- Reinstate deactivated trading partners
- Expedite a Conexiom change request

Access the ‘Contact Support’ form [HERE](#)
(? icon in the portal)