

Athena by Versaterm Support Portal

FAQ

Frequently Asked Questions

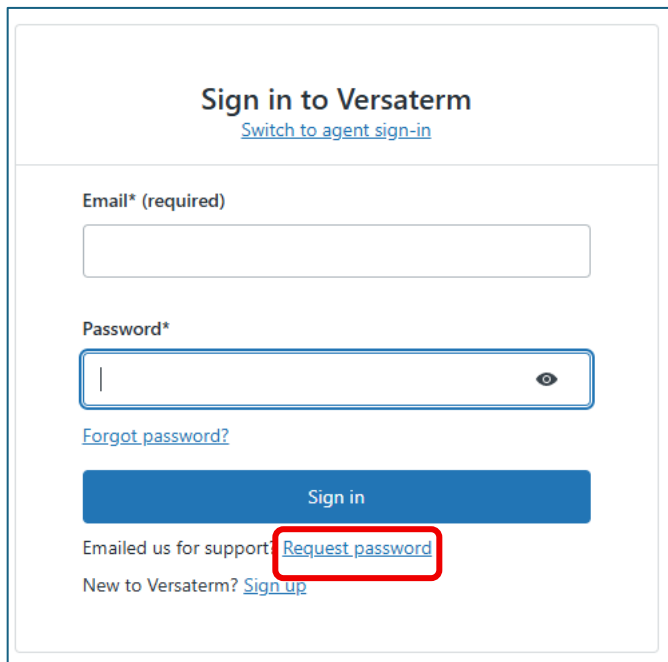
Can I still email support?

Starting on our launch date, the support email will change to athena_support@versaterm.com. The legacy Athena support email address will **no longer** be a valid address upon the support portal launch on May 7th.

Email generated tickets for support will continue to be available as a secondary method. We strongly encourage you use the portal as your primary support channel. This method provides the best information to help our team resolve your issue.

Do I need to create a new login?

For existing customers logging into the portal for the first time, you will be required to select “Request Password” and you will need to check your email to confirm that email address



Sign in to Versaterm
[Switch to agent sign-in](#)

Email* (required)

Password*

[Forgot password?](#)

Emailed us for support: [Request password](#)

New to Versaterm? [Sign up](#)

How do I login if I do not already have an account?

You will be required to **establish an account and login** by selecting the “Sign up” link shown below.

Once you have a login/account, you will be able to track the status of tickets you have submitted or tickets you have been cc’d on.

Two Factor Authentication (2FA) Tips:

- Pick a method for authenticating your account: Email, SMS, or authenticator app
- Save your recovery codes in case you need them later.
- When copying and pasting the passcode into Zendesk, **make sure there isn't a blank space** at the end of the passcode. Zendesk will display an error if there is.

How do I add someone from my team to a ticket?

Once you are logged in, you will use the CC field when submitting your ticket to include colleagues by email address. You can also add someone to an existing ticket by opening it and editing the CC field. Anyone added will receive all future updates on the ticket.

How will I know when my ticket is updated?

You will receive an email notification any time there is activity on your ticket , including when we respond, when the status changes or when the ticket is solved. Make sure the email address on your Zendesk account is one you check regularly. You can also log into the portal at any time to view the latest status.

Can I see my agency's tickets or only tickets I submitted?

As we move to a shared support portal, we're updating our privacy practices. This means you'll no longer see every ticket submitted by your organization, but they are still safe in our system. You'll be able to access all the tickets you have submitted and any tickets you have been cc'd on.

What if I forget my password?

On the portal login page, click **Forgot Password** and enter your email address. You will receive a password reset link within a few minutes. If you do not receive the email, check your spam folder or contact us at athena_support@versaterm.com for assistance.

Need Help Getting Started?

If you have trouble accessing the portal, setting up your account, or have a question not covered in this guide, please reach out to us directly at athena_support@versaterm.com. NOTE: This email address will not be live until launch day – May 7th.

Thank you for being a valued Versaterm partner. We look forward to supporting you through this transition and beyond!