



ARBITRATION FORUMS, INC.

*Membership driven. Innovation focused.*

## Member Support Portal Navigation Guide

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February 2025

## Table of Contents

Member Support Portal.....	3
Member Support Portal Benefits .....	3
Accessing the Member Support Portal .....	3
Home Screen.....	4
Knowledge .....	5
Get Help (Support Request).....	6
My Lists.....	9
Activity View .....	11
Email Notifications.....	12
Filtering My Lists .....	15

## 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:

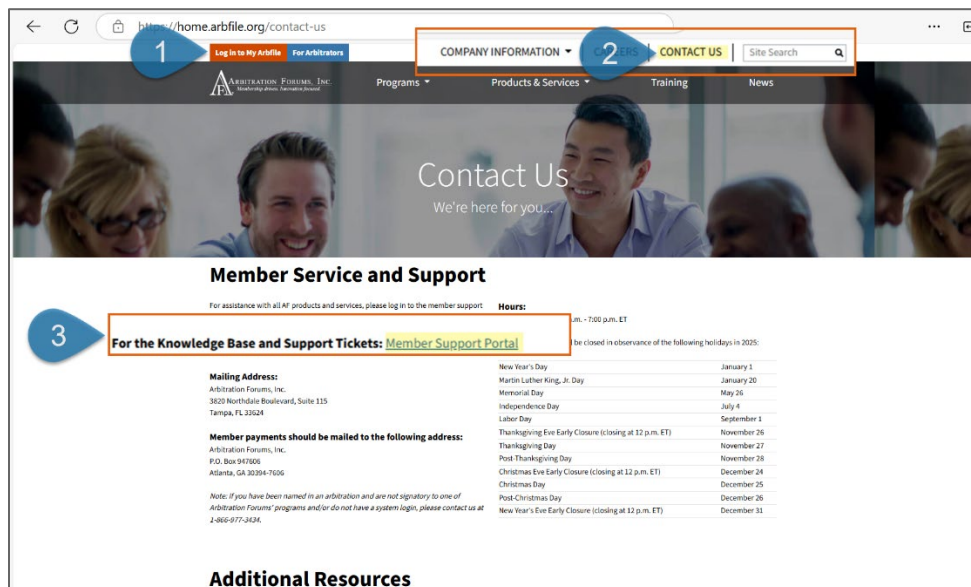
- The ability to check real-time status of an inquiry and receive update notifications on submitted inquiries.
- Automated workflows that route issues to the correct support group quickly and efficiently to achieve faster turnaround times.
- A knowledge base with step-by-step guidance and solutions.
- 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**.



The screenshot shows the 'Contact Us' page on the Arbitration Forums, Inc. website. Callout 1 points to the 'Log in to My Arbfile' button. Callout 2 points to the 'CONTACT US' button in the top navigation menu. Callout 3 points to the 'Member Support Portal' link under the 'For the Knowledge Base and Support Tickets' section.

**Member Service and Support**

For assistance with all AF products and services, please log in to the member support **Hours:** 9a.m. - 7:00 p.m. ET  
 (We are closed in observance of the following holidays in 2025:

New Year's Day	January 1
Martin Luther King, Jr. Day	January 20
Memorial Day	May 26
Independence Day	July 4
Labor Day	September 1
Thanksgiving Eve Early Closure (closing at 12 p.m. ET)	November 25
Thanksgiving Day	November 27
Post-Thanksgiving Day	November 28
Christmas Eve Early Closure (closing at 12 p.m. ET)	December 24
Christmas Day	December 25
Post-Christmas Day	December 26
New Year's Eve Early Closure (closing at 12 p.m. ET)	December 31

**Mailing Address:**  
 Arbitration Forums, Inc.  
 3020 Northdale Boulevard, Suite 115  
 Tampa, FL 33624

**Member payments should be mailed to the following address:**  
 Arbitration Forums, Inc.  
 P.O. Box 947606  
 Atlanta, GA 30394-7606

Note: If you have been named in an arbitration and are not signatory to one of Arbitration Forums' programs and/or do not have a system login, please contact us at 1-866-977-3434.

**Additional Resources**

## Home Screen

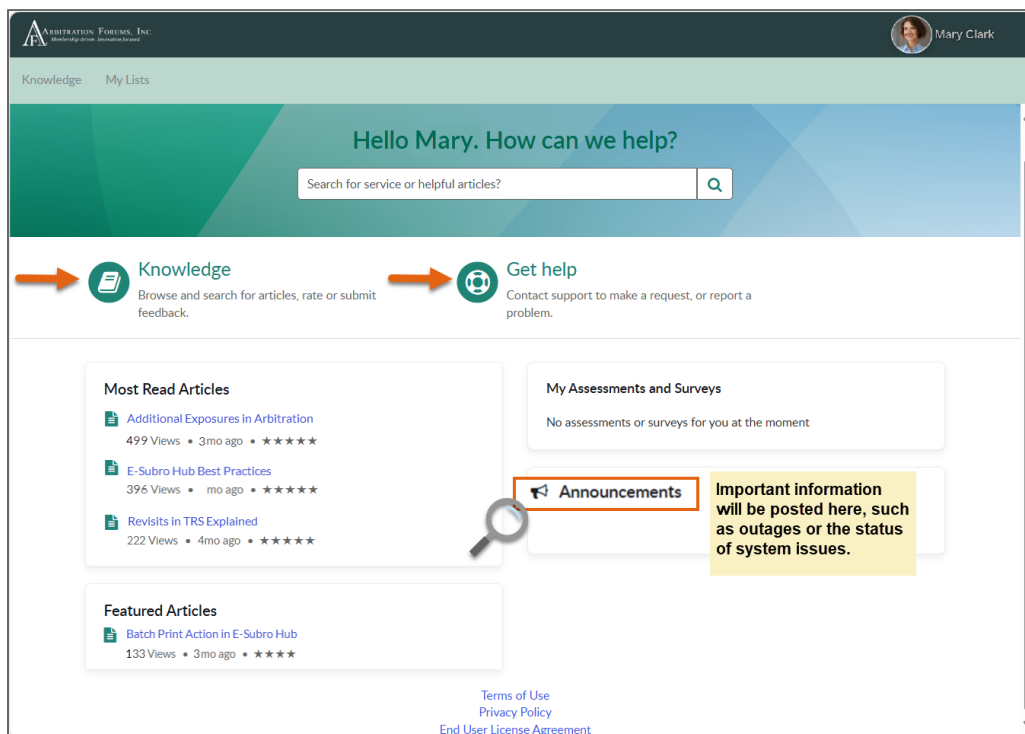
Highlights of the home screen include:

- 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.

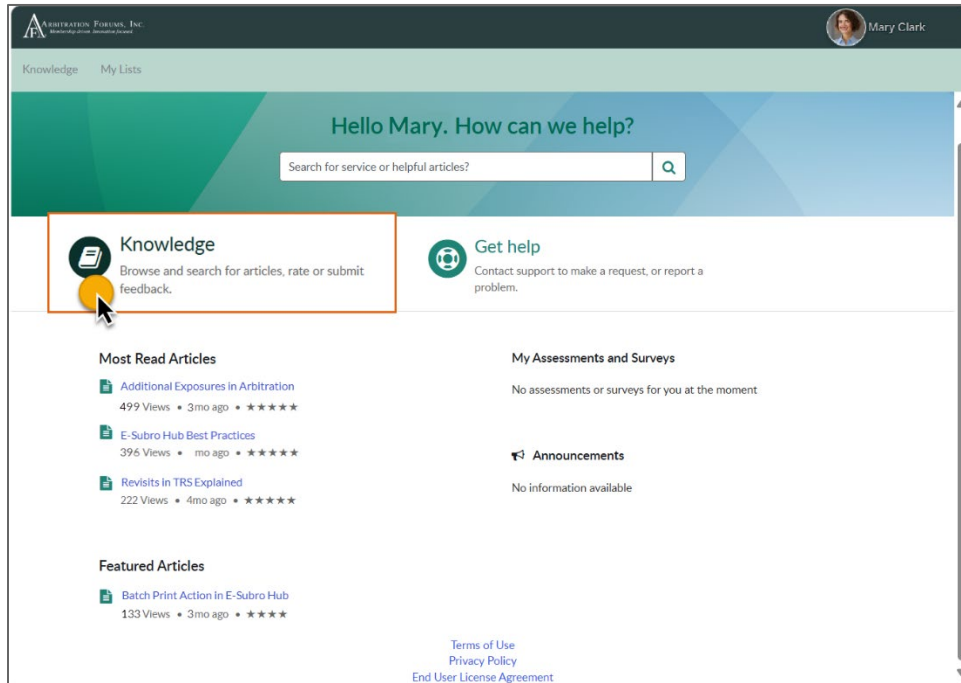
**Most Read Articles** and **Featured Articles** are linked below on the left; **My Assessments and Surveys**, plus **Announcements**, appear on the bottom right.

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

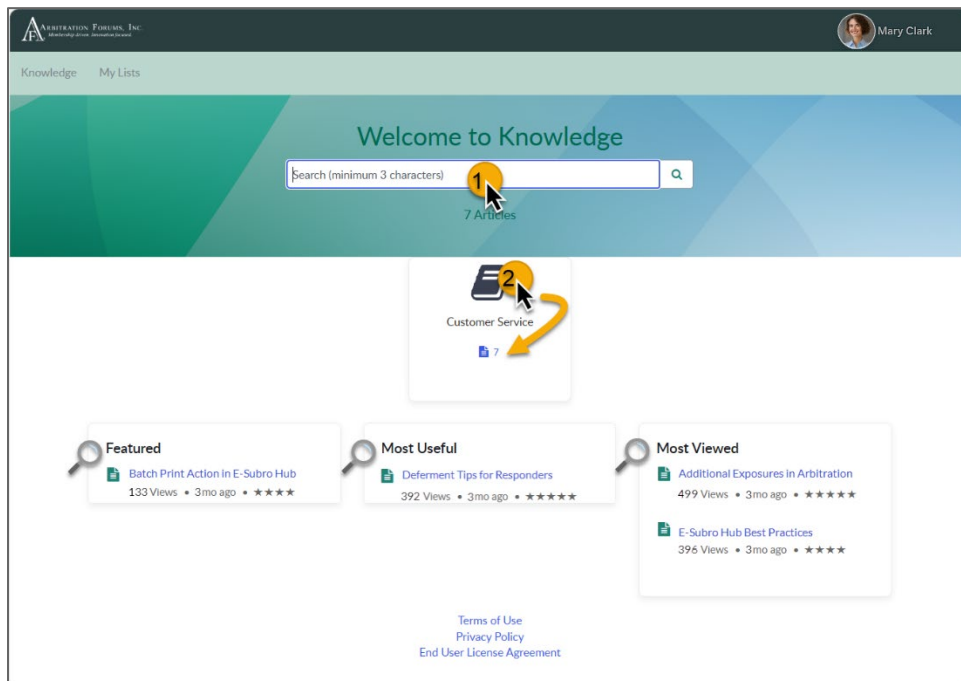


## Knowledge

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

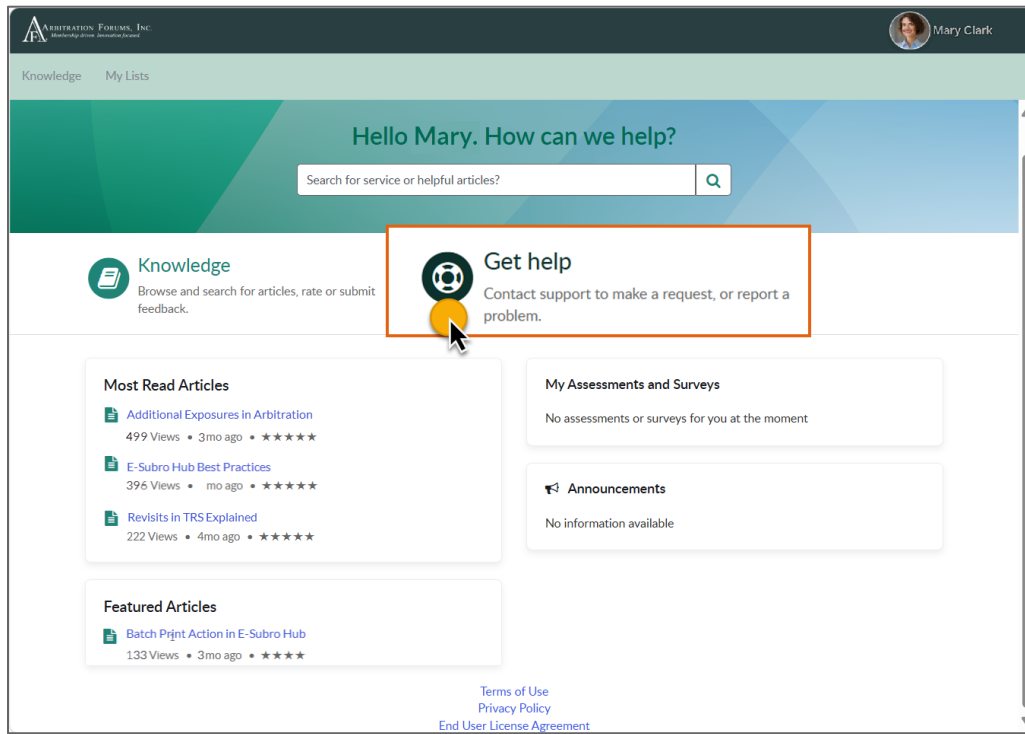


Use the search bar (1) to locate content. Click the book or the earmarked page (2) to get the result shown in the second image that follows. Easily access **Featured**, **Most Useful**, and **Most Viewed** content via links.

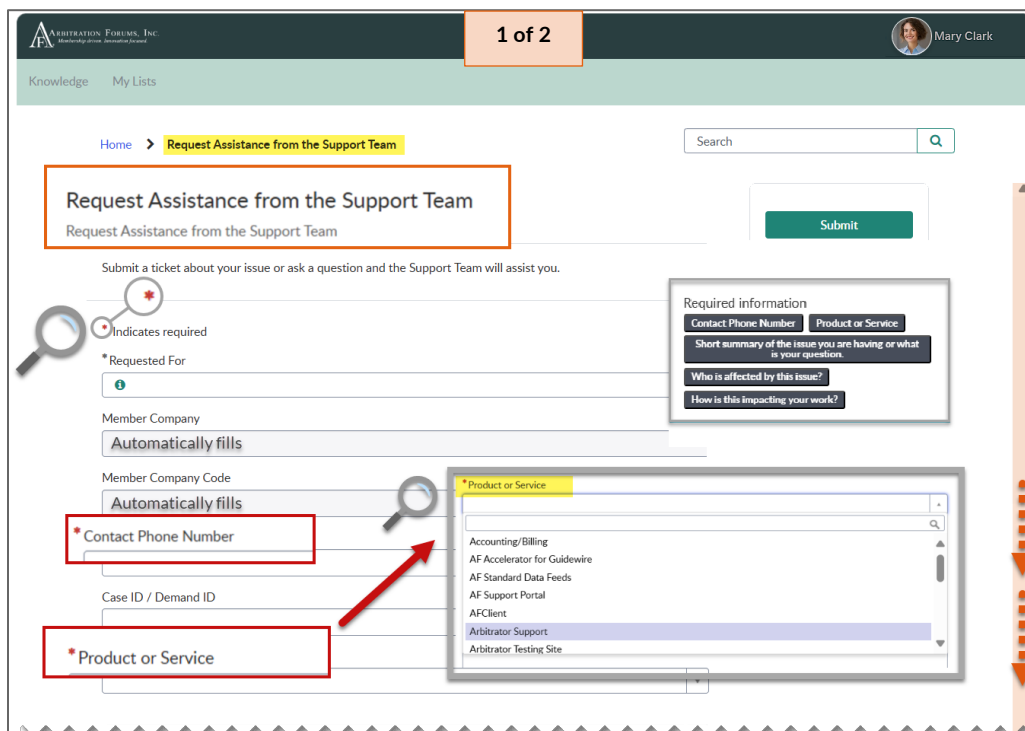


## Get Help (Support Request)

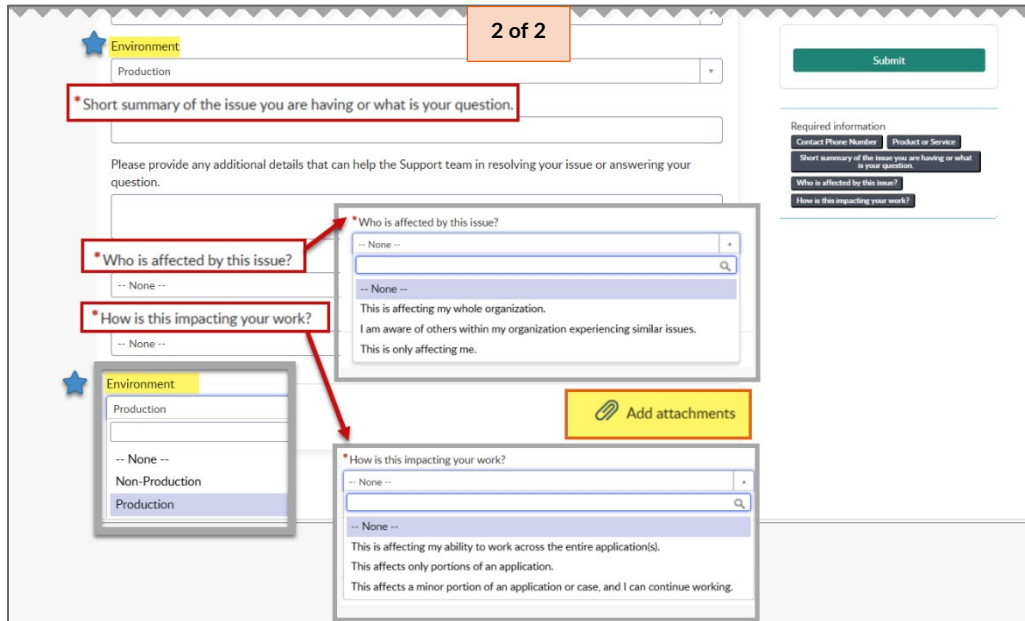
Click **Get Help** (life preserver) to make a request or report a problem.



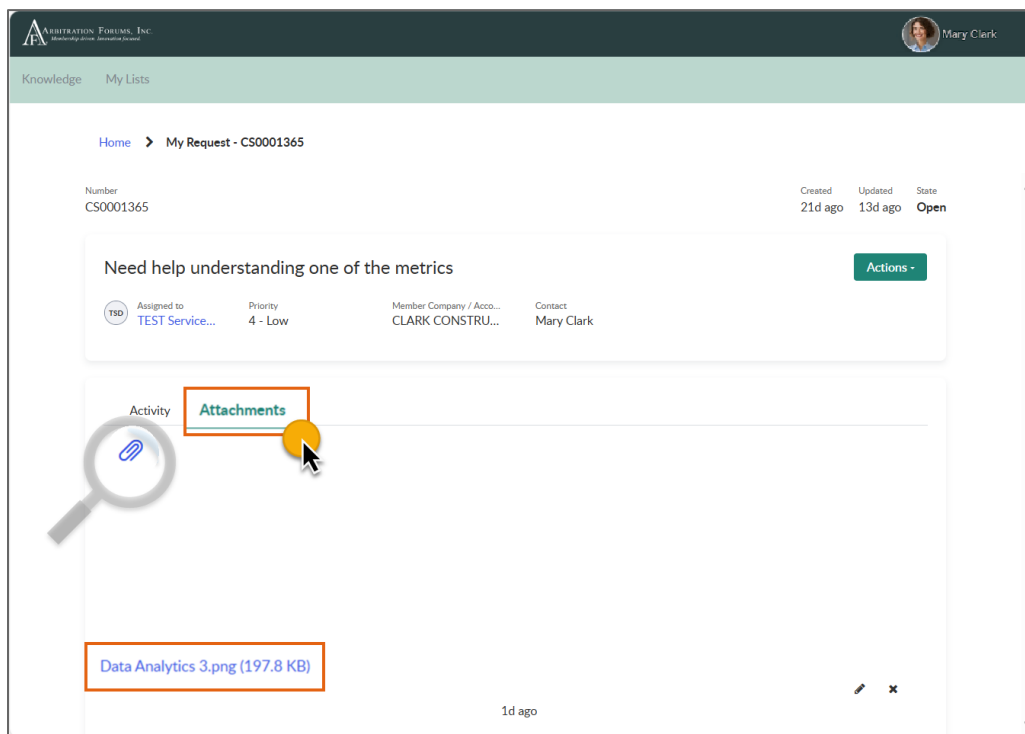
**Request Assistance from the Support Team** appears. Complete required fields (red asterisk).



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).



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

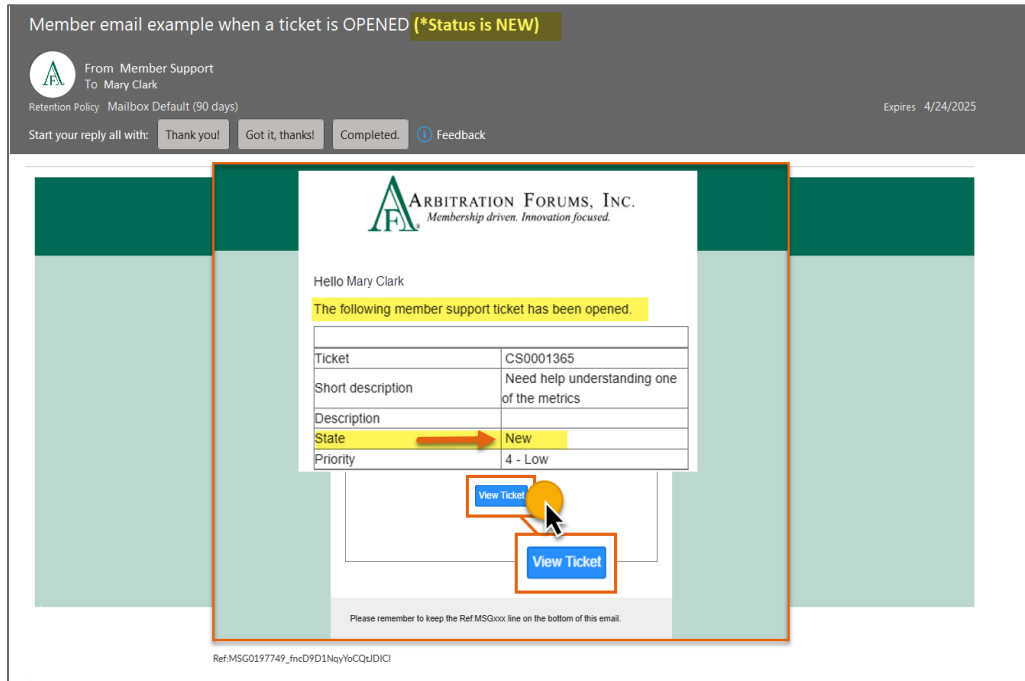


The red asterisk on each required field changes to black after it is completed. After completing all required fields, click the green **Submit** button.

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

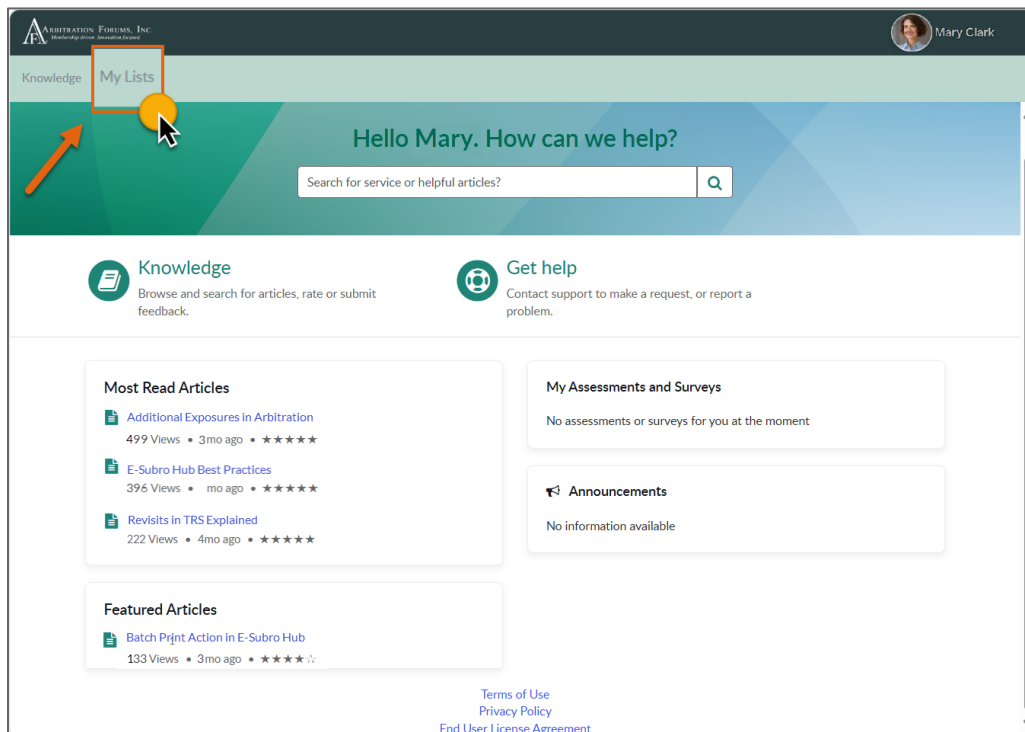


AF then sends an email stating your ticket has been opened (see highlights below). Click the **View Ticket** button in the email to access the ticket.



## My Lists

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

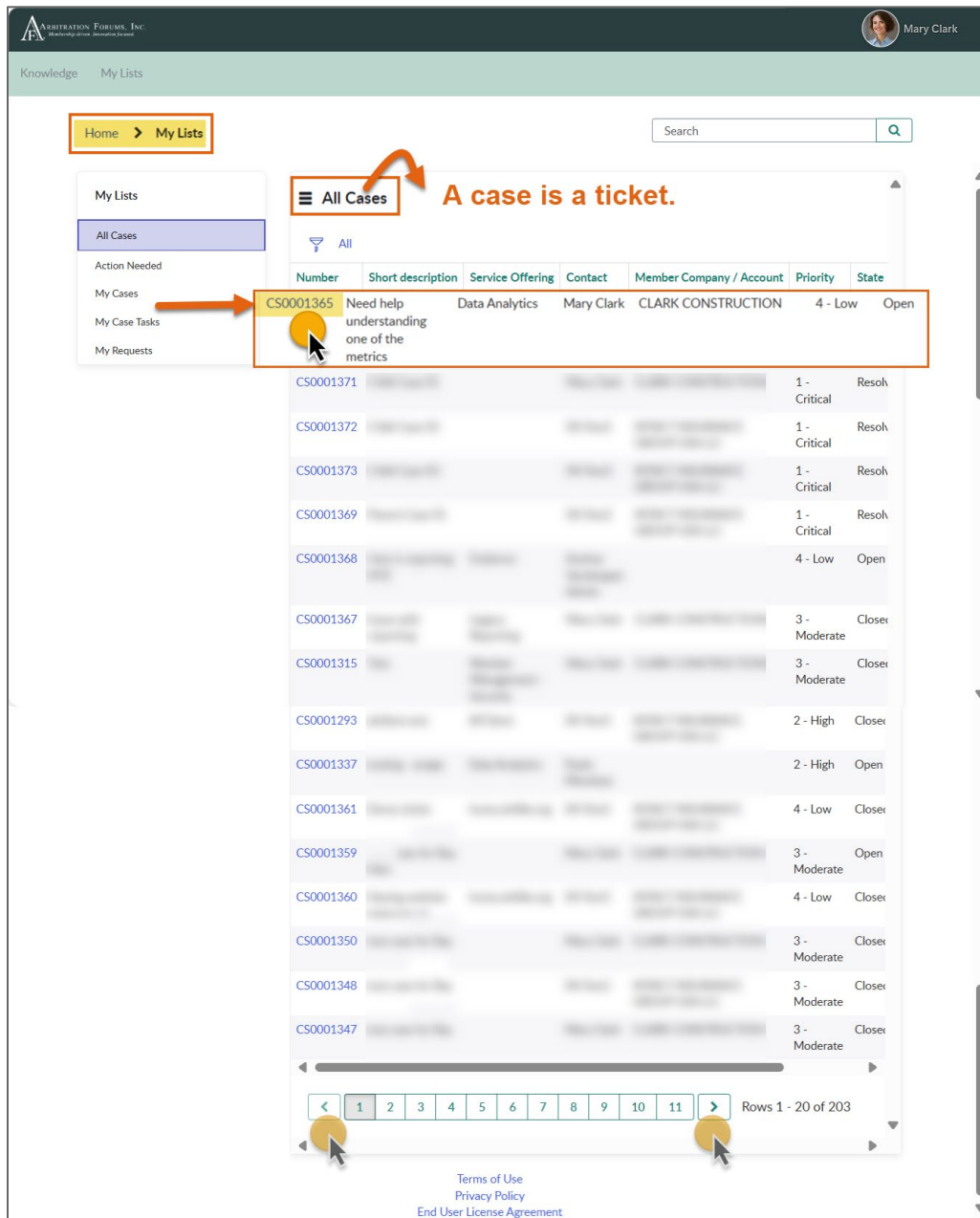


**My Lists** is a list of your tickets. See the **All Cases** heading below.



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).



Home > My Lists

Search

My Lists

- All Cases
- Action Needed
- My Cases
- My Case Tickets
- My Requests

All Cases

All

Number	Short description	Service Offering	Contact	Member Company / Account	Priority	State
CS0001365	Need help understanding one of the metrics	Data Analytics	Mary Clark	CLARK CONSTRUCTION	4 - Low	Open
CS0001371					1 - Critical	Resol
CS0001372					1 - Critical	Resol
CS0001373					1 - Critical	Resol
CS0001369					1 - Critical	Resol
CS0001368					4 - Low	Open
CS0001367					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

Rows 1 - 20 of 203

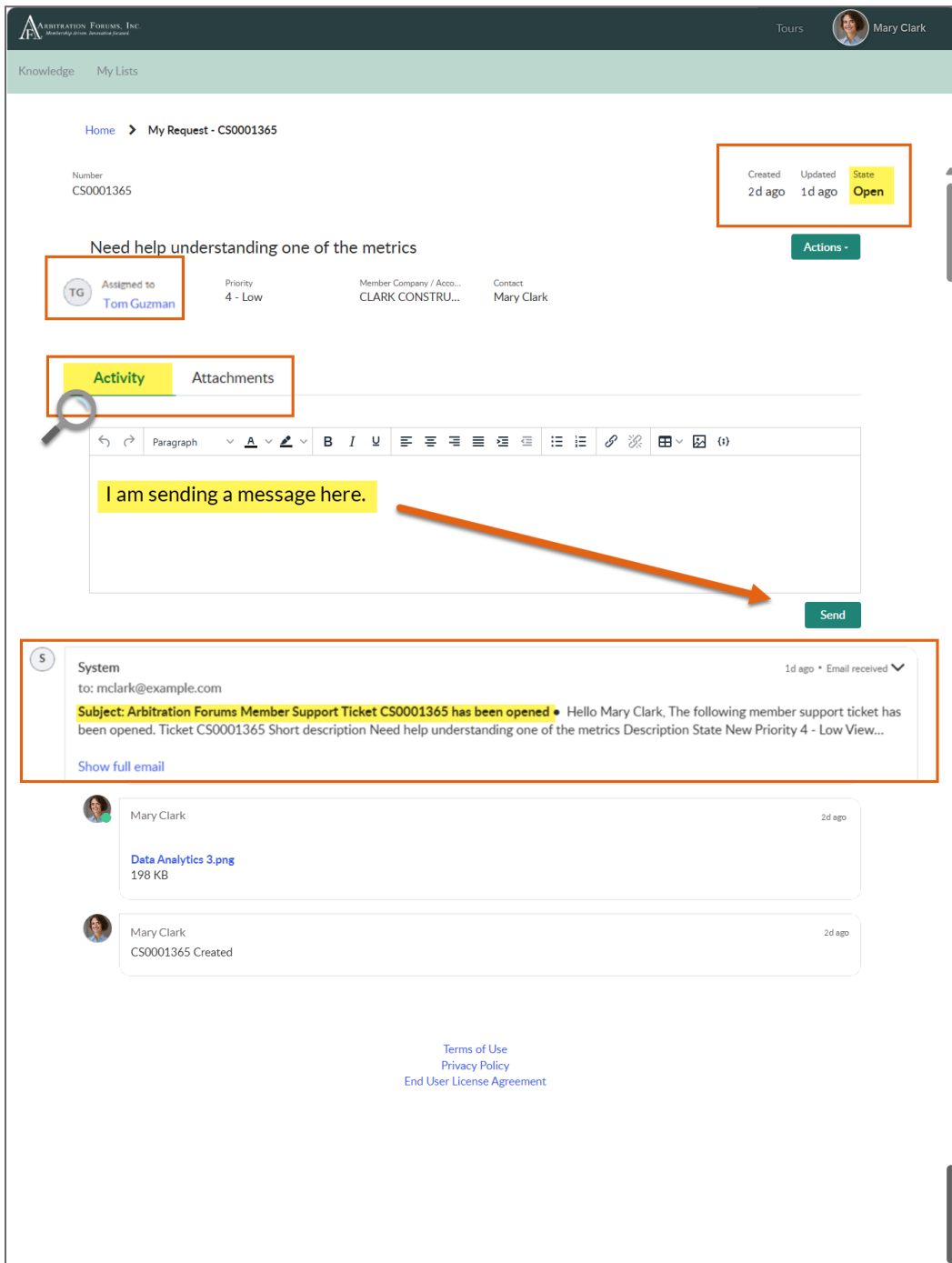
Terms of Use  
 Privacy Policy  
 End User License Agreement

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

**MEMBER CONFIDENTIAL:** May not be shared outside Arbitration Forums, Inc. or intended Member Company without Senior Management AND Member Company approval. The Member Support Portal Navigation Guide is confidential and protected from disclosure or redistribution in accordance with the Terms of Use available at: <https://home.arbfile.org/terms-of-use>.

## 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, Inc. | Tours | Mary Clark

Knowledge | My Lists

Home > My Request - CS0001365

Number: CS0001365

Created	Updated	State
2d ago	1d ago	Open

Need help understanding one of the metrics

Assigned to: **TG** Tom Guzman | Priority: 4 - Low | Member Company / Account: CLARK CONSTRU... | Contact: Mary Clark

Activity | Attachments

I am sending a message here.

Send

System | 1d ago • Email received

to: mclark@example.com

**Subject: Arbitration Forums Member Support Ticket CS0001365 has been opened** • Hello Mary Clark, The following member support ticket has been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Description State New Priority 4 - Low View...

Show full email

Mary Clark | 2d ago

Data Analytics 3.png | 198 KB

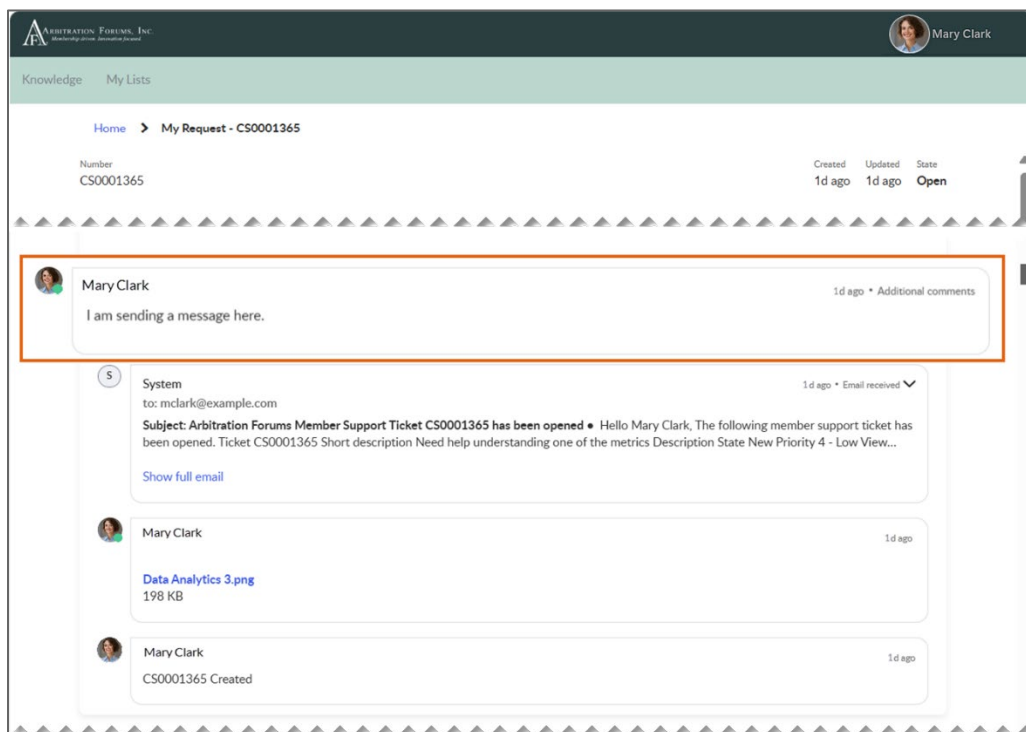
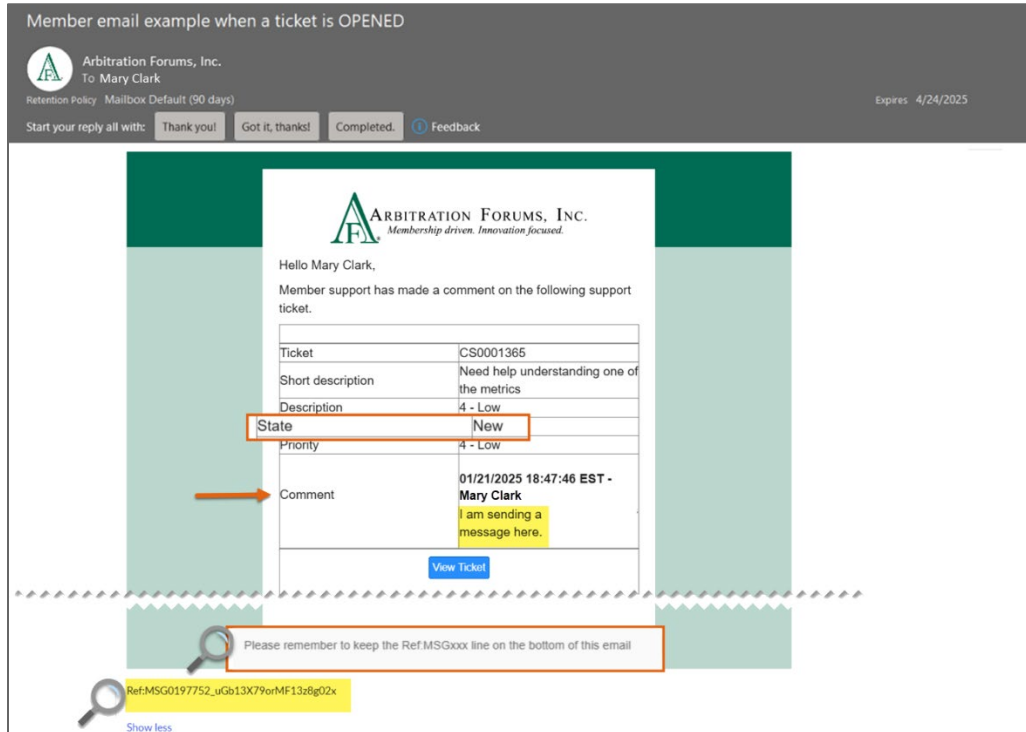
Mary Clark | 2d ago

CS0001365 Created

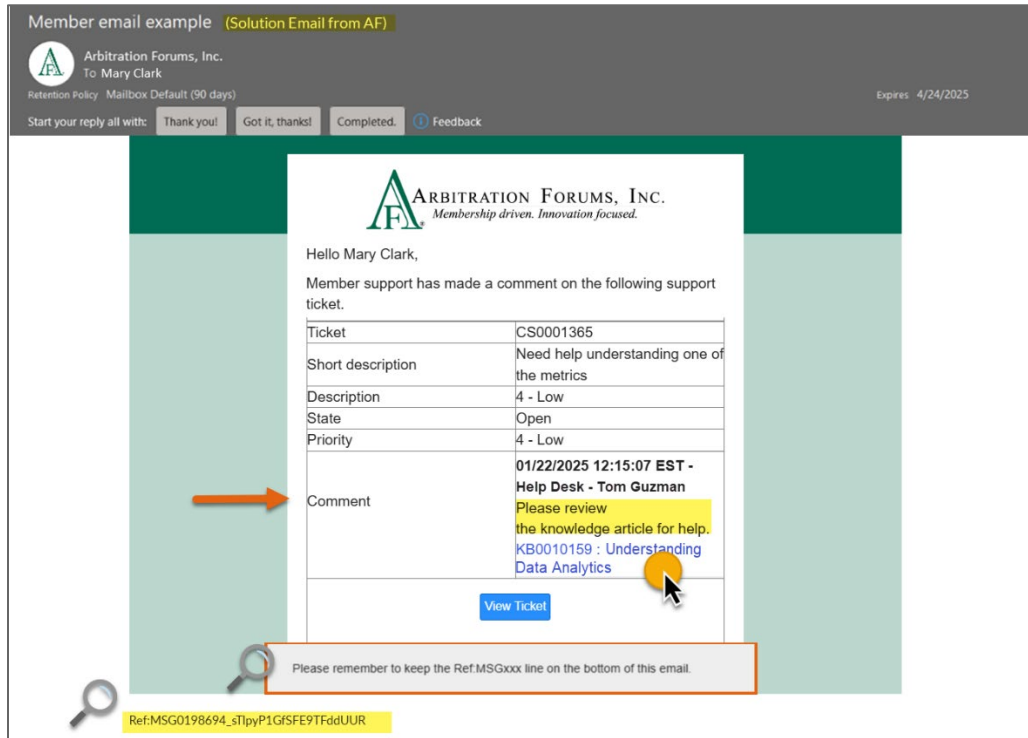
[Terms of Use](#)  
[Privacy Policy](#)  
[End User License Agreement](#)

## Email Notifications

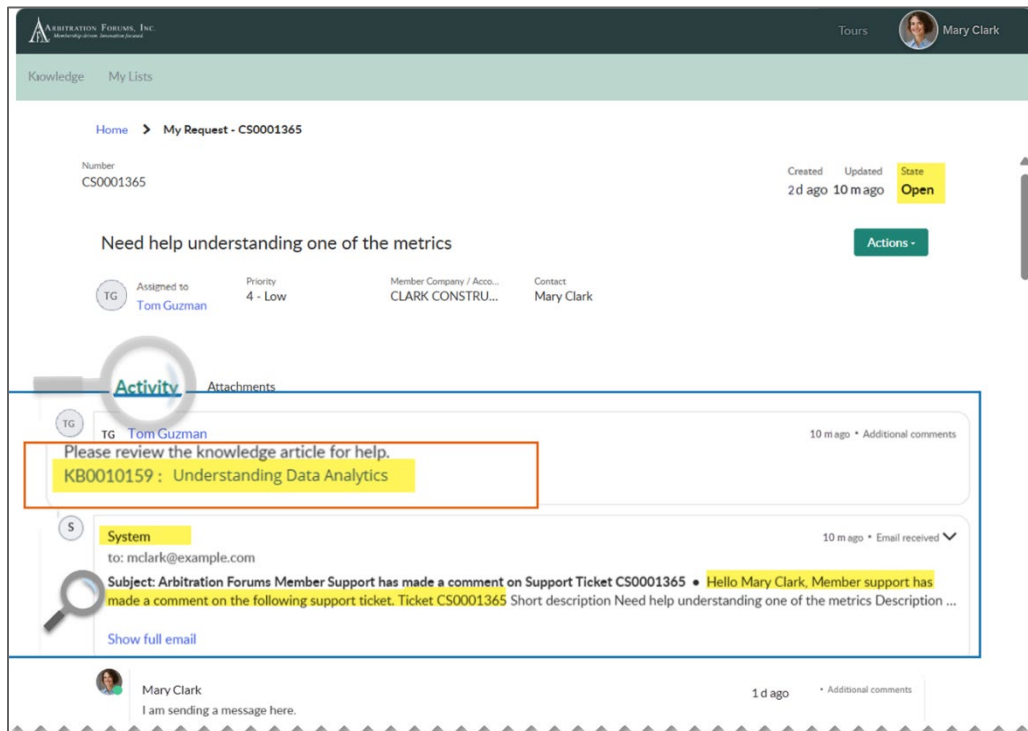
Notice the email below shows your message in the **Comment** area. Look for the Reference Code at the bottom of the email. Your email also appears in the **Activity Log** (see second image).



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



The response also appears in the **Activity Log**.



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

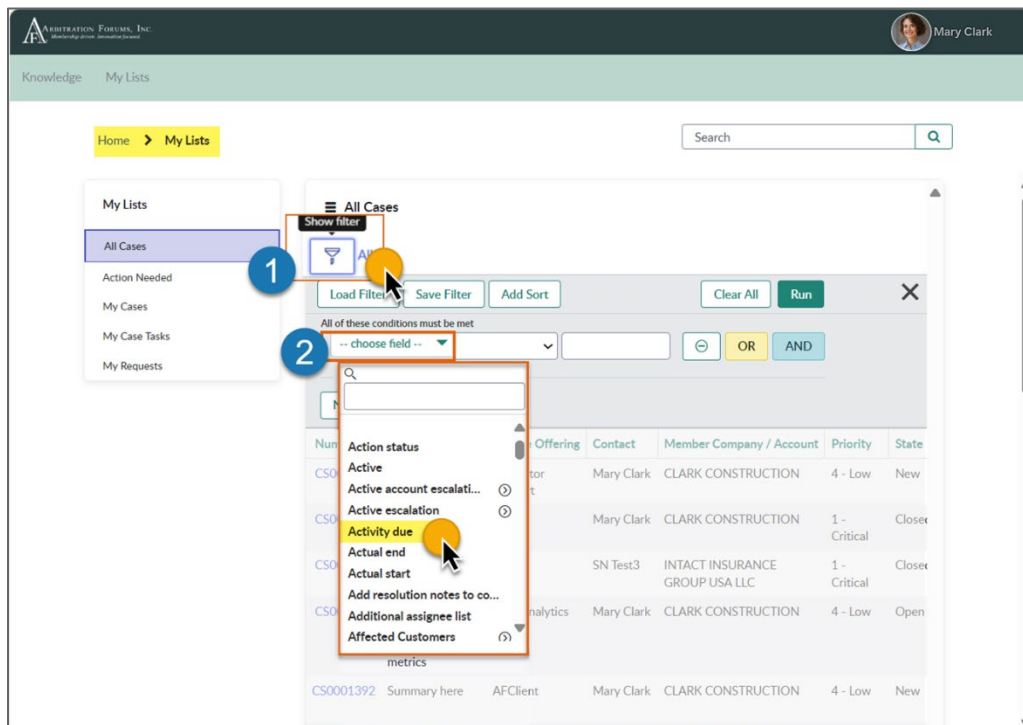
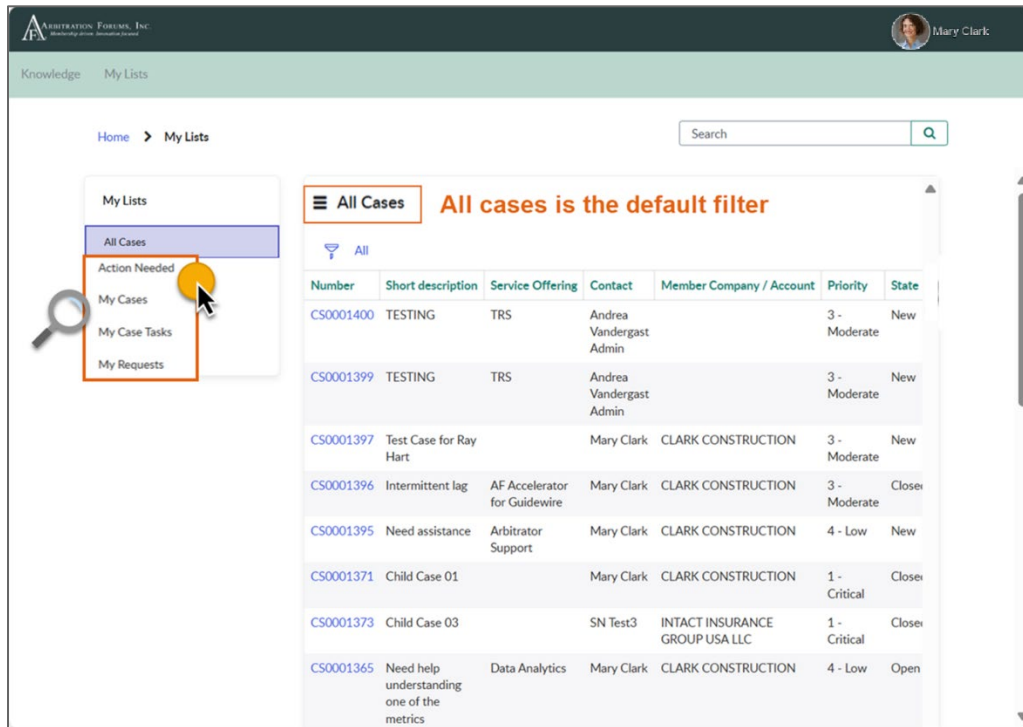


If the case is not closed, it will automatically close after seven days of inactivity. Please look in your email for a satisfaction survey.

The screenshot displays the user interface for a support ticket. At the top, the user is identified as Mary Clark. The ticket number is CS0001365, created 2 days ago and updated 10 minutes ago, with a state of 'Open'. The ticket description is 'Need help understanding one of the metrics'. The assigned person is Tom Guzman, with a priority of 4 - Low. The activity log shows a comment from Tom Guzman pointing to a knowledge article 'KB0010159 : Understanding Data Analytics' and a system message about the ticket being opened. The activity log also shows a message from Mary Clark and a system message about the ticket being opened. The 'Actions' button is highlighted with a red box and an orange arrow, and the 'Close Case' button is also highlighted with a red box and a mouse cursor.

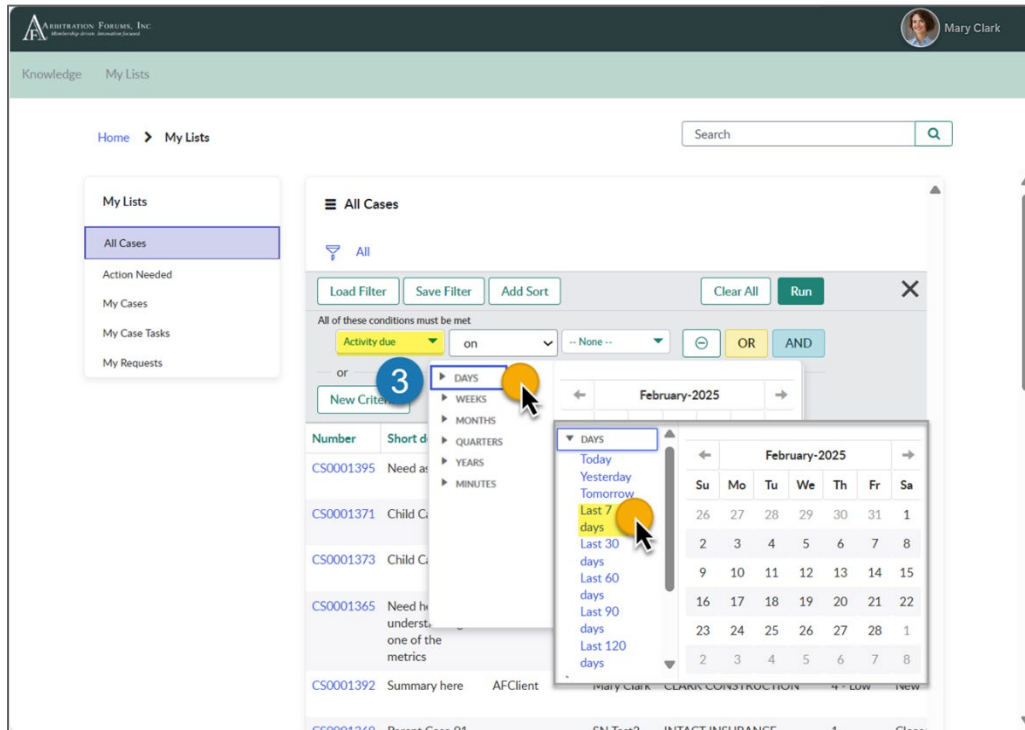
## Filtering My Lists

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.

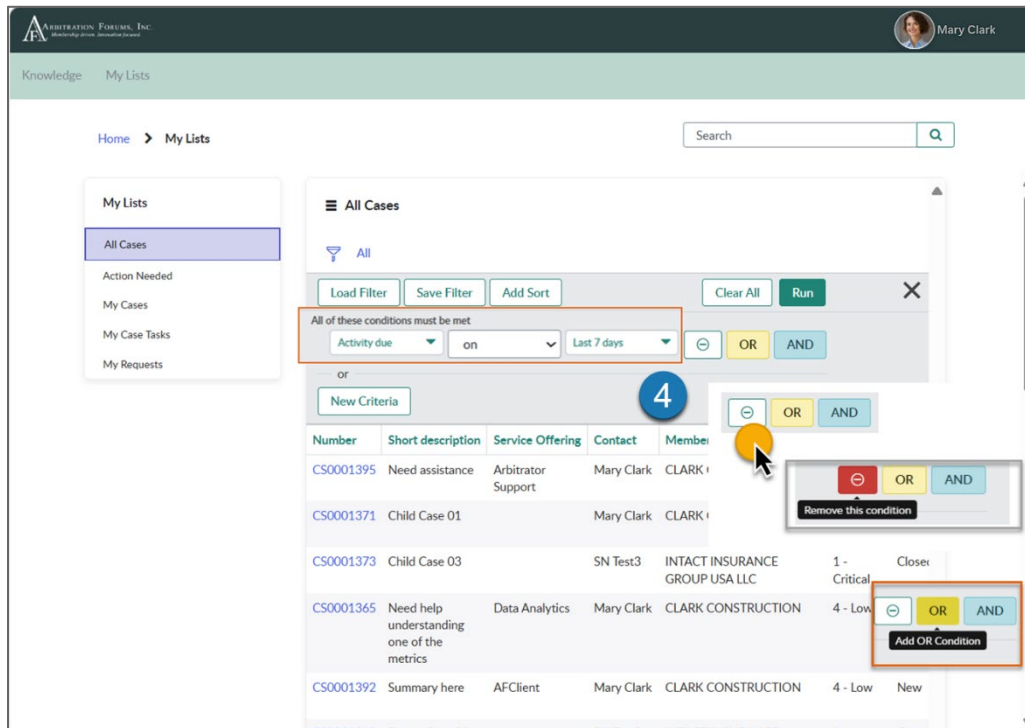




Working left to right, choose filters. In the first sample image below, the initial filter is **Activity Due** (see highlighted). Based on this filter, a duration filter appears. Select the duration by days, weeks, months, etc., as provided.



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





Case ID	Case Description	Category	Arbitrator	Case Manager	Company	Priority	Status
CS0001395	Need assistance	Arbitrator Support	Mary Clark	Mary Clark	CLARK CONSTRUCTION	4 - Low	New
CS0001371	Child Case 01		Mary Clark	Mary Clark	CLARK CONSTRUCTION	1 - Critical	Closed
CS0001373	Child Case 03		SN Test3	INTACT INSURANCE GROUP USA LLC	CLARK CONSTRUCTION	1 - Critical	Closed
CS0001365	Need help understanding one of the metrics	Data Analytics	Mary Clark	Mary Clark	CLARK CONSTRUCTION	4 - Low	Open
CS0001392	Summary here	AFClient	Mary Clark	Mary Clark	CLARK CONSTRUCTION	4 - Low	New