

# Member Support Portal Navigation Guide

February 2025

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Revised: March 27, 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			
1	Log in to My Arbfile For Arbitrators COMPANY	INFORMATION - COPERS CONTA	CT US Site Search	٩
	ABBITRATION FORUMS, INC. Programs *	Products & Services Training	News	
and the second	Conta We're her	act Us e for you		1
	For assistance with all AF products and services, please log in to the member support	Hours:		
3 For the Kn	Ter assistance with all of products and services, pheses log in to the member support owledge Base and Support Tickets: Member Support P	Hours: 	ing holidays in 2025: January 1	
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3 For the Kn	Ter assistance with all Ar products and services, plasse log in to the member support owledge Base and Support Tickets: <u>Member Support P</u> Mailing Address: Arbitration Forums, Inc. 3228 Tordine Howloard, Suite 315 Tampe, R. 3224 Member segments should be mailed to the following address: Arbitration Forums, Inc. P2 Development, Inc.	Hours: an: - 7:50 p.m. ET be closed in observance of the follow Hew Yarvi Day Herroral Day Independence Day Laber Day Thansdaying Facility Closer (closing at 22 p.m. ET) Thansdaying Day You Thanking Day	ing holidays in 2025: January 1 January 20 May 26 Jany 4 Segtember 1 Kovernber 26 Kovernber 28	
3 For the Kn	Ter assistance with all Af products and services, please log in to the member support owledge Base and Support Tickets: Member Support P Mailing Address: Additionation formes, Inc. 3023 Robits Inter State Member payments should be mailed to the following address: Additionations, Inc. P20, 369 97008 Addits (0, 3099 F-006	Hours: At - 750 p.m. ET be closed in observators of the follow Marcin Luther King J. by Memodal Day Memodal Day Memodal Day Memodal Day Memodal Constructions at 12 p.m. ET) Thanksgring Day Post Thanksgring Day	January 1 January 2 May 26 July 9 September 1 Rovember 27 Rovember 24	
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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).

A REFERENCE FOR UNAS, TAC.	1 of 2	Mary Clark
Knowledge My Lists		
Home > Request Assistance from the Support Team		Search Q
Request Assistance from the Support Team 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?
Member Company Code 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 Arbitrator Support	re Q
* Product or Service	Arbitrator lesting Site	·

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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
Production	submit submit
*Short summary of the issue yo	u are having or what is your question. Required information Control Parcel Name Product of Service
Please provide any additional d question.	etails that can help the Support team in resolving your issue or answering your Stort aumary of the Issue you at howing or what By the Issue you at howing or what Who is affected by the Issue? How is desired to get a mark?
	*Who is affected by this issue?
	• None • •
Who is affected by this issu	ue?
None	None
*How is this impacting your	Work? This is affecting my whole organization.
None	Tam 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.
	This affects a minor portion of an application or case, and I can continue working.

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 <b>Op</b>	en 🚺
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 ×	



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 ×	T	
Member Company		1
CLARK CONSTRUCTION-2082030000		
Member Company Code		
TEST09876		
Product or Service		
AF Accelerator for Guidewire ×	Ŧ	
Environment	<b>—</b> —	
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		
Who is affected by this issue?		
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. Mandrendig-down Jaconatian Jaconat					(	Mary Cl
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					
- , , , Paragiajin			- 0 0/			
					Send	
Mary Clark CS0001365 Cre	ated				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	ket is OPENED (*Stat ksi Completed. () Feed	us is NEW)	Expires 4/24/2025
	Hello Mary Clark The following member su Ticket Short description Description State Priority	RATION FORUMS, INC. rskip driven. Innovation focused.  pport tlcket has been opened.  CS0001365  Need help understanding one of the metrics  New 4 - Low  VewTidet	
Ref.MSG0197749_fm	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.	
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
<ul> <li>E-Subro Hub Best Practices</li> <li>396 Views • mo ago • *****</li> <li>Revisits in TRS Explained</li> <li>222 Views • 4mo ago • *****</li> </ul>	★ 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).

	ION FORUMS, INC.							Mary Clark
Knowledge	My Lists							
[	Home > My Lists					Search		Q
	My Lists	■ All Ca	ises A	case is	a tic	ket.		<b>^</b>
	All Cases	S All						
	Action Needed	Number	Short description	Service Offering	Contact	Member Company / Account	Priority	State
	My Case Tasks My Requests	S0001365 Ne uno one me	ed help derstanding e of the trics	Data Analytics	Mary Clark	CLARK CONSTRUCTION	4 - Lo	w Open
		CS0001371				1.00	1 - Critical	Resolv
		CS0001372					1 - Critical	Resolv
		CS0001373					1 - Critical	Resolv
		C\$0001369					1 - Critical	Resolv
		CS0001368					4 - Low	Open
		CS0001367				1.000	3 - Moderate	Closer
		C50001315					3 - Moderate	Closer
		CS0001293					2 - High	Closer
		CS0001337					2 - High	Open
		C\$0001361					4 - Low	Closer
		C\$0001359					3 - Moderate	Open
		C\$0001360					4 - Low	Closer
		C\$0001350					3 - Moderate	Closer
		CS0001348					3 - Moderate	Closer
		CS0001347					3 - Moderate	Closer
			2 3 4	5 6 7	8 9	10 11 > Rows 1	- 20 of 203	P P
			End Use	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 -
TG Ass To	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)
1	am sending a message here.	
S		Send
System to: mcl	ark@example.com	1d ago * Email received V
been o	Arbitration Forums Member support Ticket CS0001365 has been opened * Heilo Mary Clark, The following Clark, The fo	e New Priority 4 - Low View
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, Member support has mad ticket.	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	14 - 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	lec. ef	Mary Cla
dge My l	ists	
Home	> My Request - CS0001365	
Number CS00013	65 Created Update 1d ago 1d ag	go <b>Open</b>
	*****	
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	ed 🗸 t has 
S	System       1d ago * Email receive         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         Mary Clark       1	ed V t has 
\$ •	System 1d ago * Email receive 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 Mary Clark 1 Data Analytics 3.png 198 KB	ed V thas 

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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)			
Arbitration	Forums, Inc.				
To Mary Cla	nrk Default (90 daws)				
Chart and a state of the state	These ways				
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.

A THIFT ATTON FOR UNA. INC.	Tours Mary Clark
Kaowledge My Lists	
Home > My Request - CS0001365	
Number CS0001365	Created Updated State 2d ago 10 m ago Open
Need help understanding one of the metrics	Actions -
TG Assigned to Priority Member Company / Acco Contact Tom Guzman 4 - Low CLARK CONSTRU Mary Clark	
Activity Attachments	
To To Tom Guzman	10 m ago • Additional comments
KB0010159 : Understanding Data Analytics	
S System ty:::mclark@example.com	10 m ago * Email received 🗸
Subject: Arbitration Forums Member Support has made a comment on Support Ticket CS0001365 • He made a comment on the following support ticket. Ticket CS0001365 Short description Need help underst	Ilo Mary Clark, Member support has anding one of the metrics Description
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	
CS00013	65	Created Updated State 2 d ago 10 m ago Open
Nee	ed help understanding one of the metrics	Actions • Close Case
,	Activity Attachments	
) <sub>TG</sub> ease re B00101	Tom Guzman view the knowledge article for help. 159 : Understanding Data Analytics	10 m ago * Additional commen
Syst	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, been opened. Ticket CS0001365 Short description Need help understanding one of the metrics Descript	1d ago Enall received ✓ The following member support ticket has ion State New Priority 4 - Low View
•	Show full email	
1. A A A A A A A A A A A A A A A A A A A	Mary Clark Data Analytics 3.png 198 KB	2d ago
	Mary Clark CS0001365 Created	2d ago
۲		
٩	Terms of Use	
٩	Terms of Use Privacy Policy End User License Agreement	

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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.

A REAL RATIO	IN FORUMS, INC.							
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	Number	Short description	Service Offering	Contact	Member Company / Account	Priority	State
2	My Cases My Case Tasks	CS0001400	TESTING	TRS	Andrea Vandergast Admin		3 - Moderate	New
I	My Requests	CS0001399	TESTING	TRS	Andrea Vandergast Admin		3 - Moderate	New
		CS0001397	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	Close
		CS0001395	Need assistance	Arbitrator Support	Mary Clark	CLARK CONSTRUCTION	4 - Low	New
		C50001371	Child Case 01		Mary Clark	CLARK CONSTRUCTION	1 - Critical	Close
		CS0001373	Child Case 03		SN Test3	INTACT INSURANCE GROUP USA LLC	1 - Critical	Close
		CS0001365	Need help understanding one of the metrics	Data Analytics	Mary Clark	CLARK CONSTRUCTION	4 - Low	Open

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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.

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

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			CS0001371	Child Case 01		Mary Clark	CLARK CONSTRUCTION	1 - Critical	Closed
			CS0001373	Child Case 03		SN Test3	INTACT INSURANCE GROUP USA LLC	1 - Critical	Closed
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