"Updating M3 Help enter Login/How to Create a Case"

Description of Problem:

1. Customer needs to log into the Help Center and/or update their profile
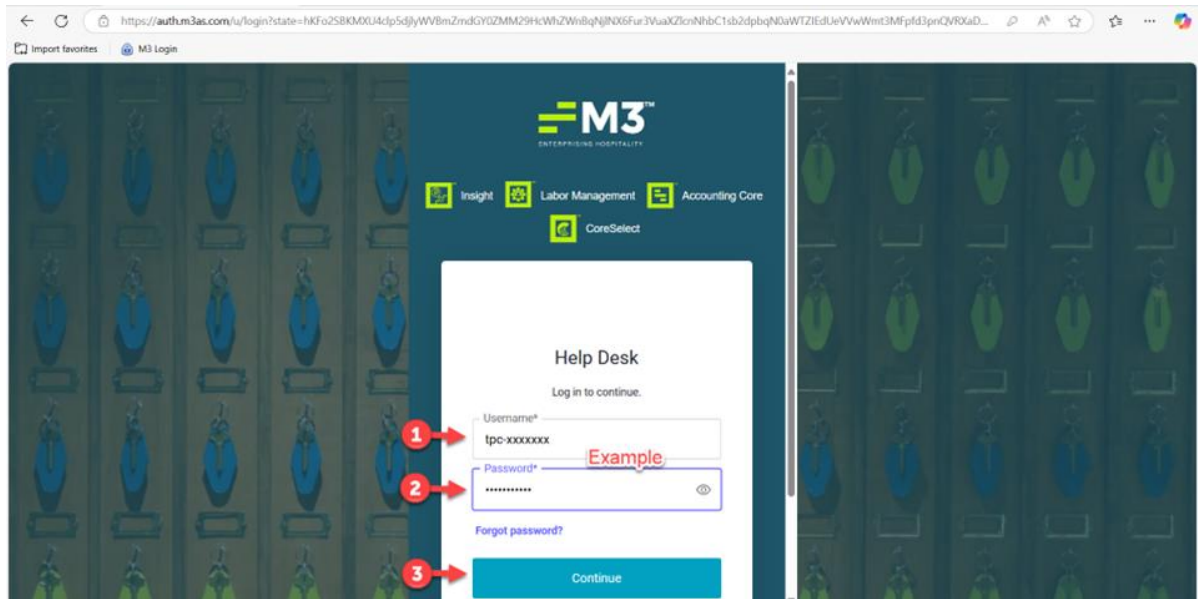2. Customer needs to create a case for assistance

Symptoms/Issue(s):

1. N/A

Solution:

1. Go to https://help.m3as.com and click on the Sign In option in the top right.

2. Enter your credentials as you would on the cloud.m3as.com website and/or insight.m3as.com website. Example: **abc-username** and your M3 password.

3. If you encounter issues logging in, follow these steps: Use the "Forgot Password" link on the Accounting Core login page to reset your password. Enter your email address for confirmation. An email will be sent to the confirmed email, if it matches your profile information. Once reset, wait 5 minutes and try to log in again. If no password has been received, please have your System Administrator email in a request to reset your password to techsupport@m3as.com

4. It will take you to your profile page on the Help Center. Enter your First Name, Last Name, Business Phone, Management Company or Property, Title, and update your Role. **Update the Email field to your desired Email address**. This must be completed to have your contact corrected on the M3 side. Then scroll down and apply. If you receive any error messages, including "this email is already in use" please email techsupport@m3as.com so we can assist you

Please provide some information about yourself.

The **First Name** and **Last Name** you provide will be displayed alongside any comments, forum posts, or ideas you make on the site.

The **Title** is required and should be your current job title.

The **Email Address** and **Phone** number will not be displayed on the site.

Your **Organization** is your Management Company and/or your property.

Your Information

First Name *

John

Last Name *

Doe

E-mail *

john.doe@abc.com

Business Phone

555-555-5555

Management Company or Property

ABC Hospitality

Mobile Phone

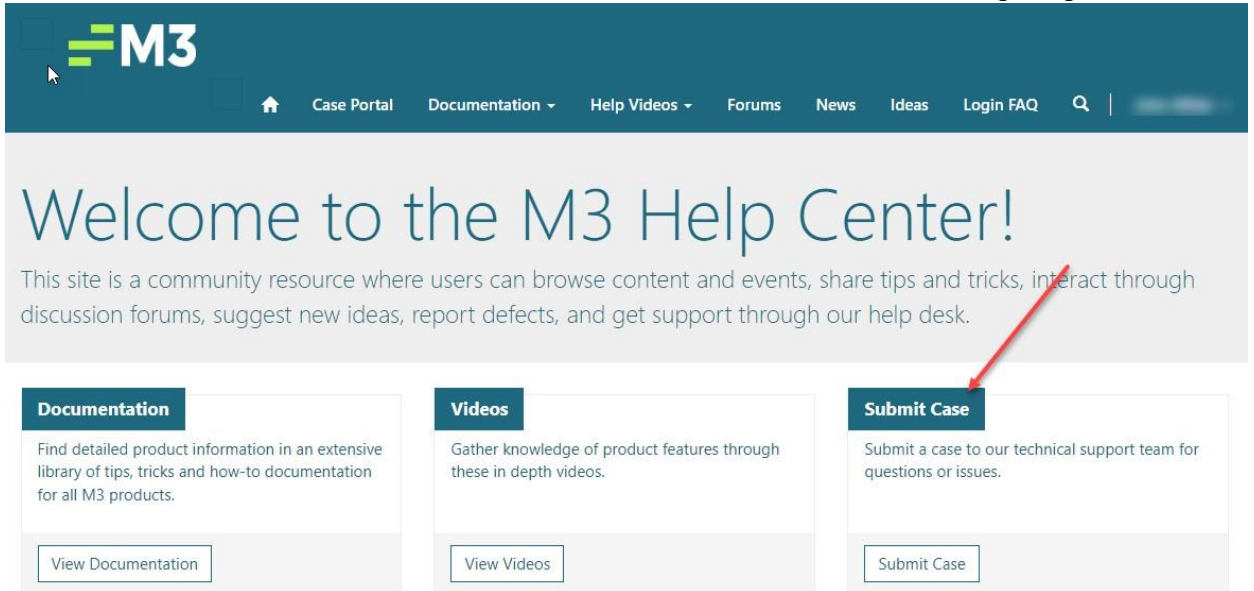Provide a telephone number

Title *
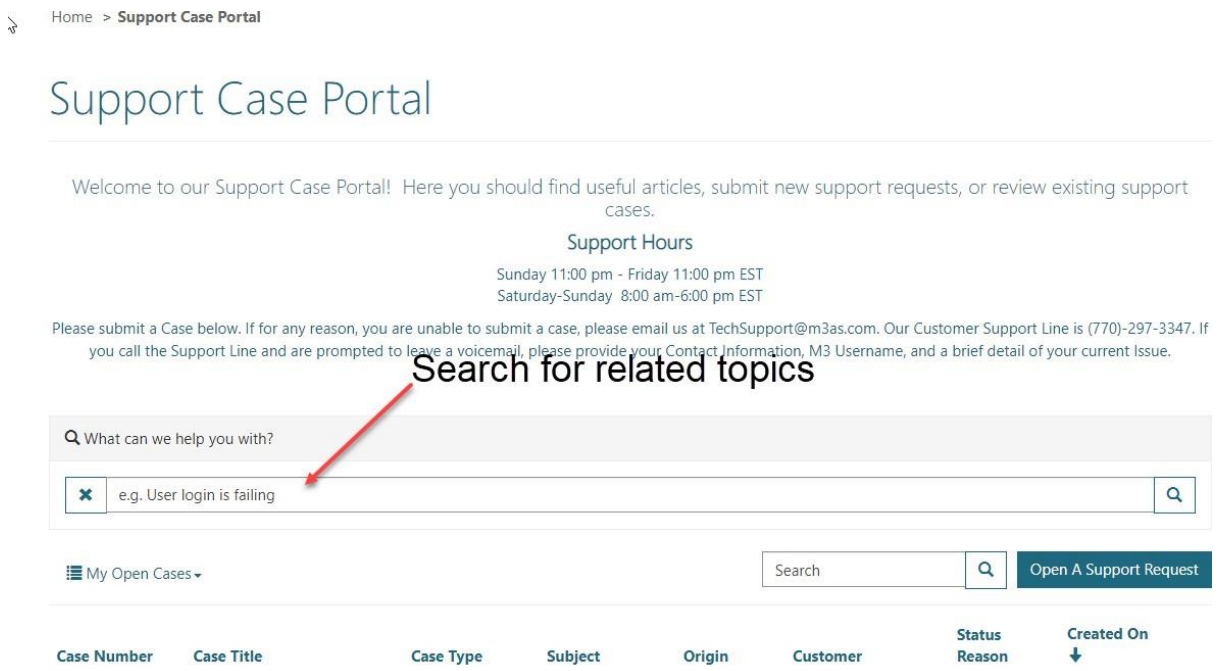
Controller

Role

Employee

How to create a case in the Help Center

1. To create a case, click on Submit Case from the main window after signing in

2. You can search for related topic to try to resolve the issue yourself by typing the issue in the search bar or you can jump to step 6 and create a case

3. If you choose to submit a case, click the button Open a Support Request

Support Case Portal

Welcome to our Support Case Portal! Here you should find useful articles, submit new support requests, or review existing support cases.

Support Hours

Sunday 11:00 pm - Friday 11:00 pm EST
Saturday-Sunday 8:00 am-6:00 pm EST

Please submit a Case below. If for any reason, you are unable to submit a case, please email us at TechSupport@m3as.com. Our Customer Support Line is (770)-297-3347. If you call the Support Line and are prompted to leave a voicemail, please provide your Contact Information, M3 Username, and a brief detail of your current Issue.

Q What can we help you with?

✖ | e.g. User login is failing

≡ My Open Cases ▾   Search   **Open A Support Request**

Case Number	Case Title	Case Type	Subject	Origin	Customer	Status Reason	Created On ↓

4. Be sure to input all contact info in each box. If there is already info in the box, please verify it. If tech support does not have information to contact, you they will not be able to assist you in a timely manner. Make sure the title and description fields are detailed and as close to the issue as possible. Simply putting "I can't scan" is not detailed enough for us to troubleshoot and provide you with a timely and accurate response

Open A New Support Request

Contact Information

Customer *

[dropdown]

Please let us know about your problem

Enter a brief subject line to identify this support request *

[text field]

Support Product *

[dropdown]

Submitted Email

[field]

Submitted Phone #

[field]

Details of the problem (Do not enter private information such as passwords) *

[text area]

5. When you click Submit at the bottom it will create the case for tech support to see. From this window you can update or cancel the case if needed.

Home > Help Desk > **CAS-437946-G9F7F5**

Test CAS-437946-G9F7F5

Active – 1 - New

Update   Cancel Case

Customer *

M3 Internal

Support Product

Log in / Scanner / Printer / Username Req

Description *

Test

6. Cases that are submitted are taken on a first come first base cassis. High Priority cases are login issues like password resets, or Accounting Core will not launch issues. Those cases will be taken and contacted above all others

Notes/Addendums:
*** N/A