

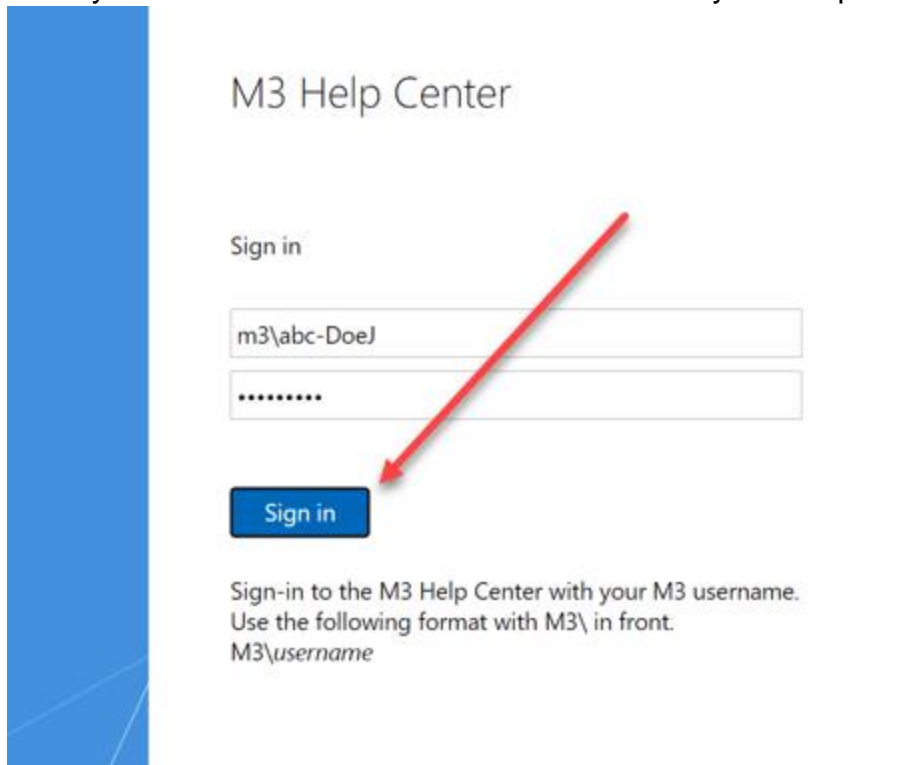


Updating M3 Help Center Login/Creating Case Instructions

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



2. Enter your credentials as **m3\abc-username** and your M3 password.



3. When attempting to log in if you receive any error messages, please email techsupport@m3as.com so we can resolve

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, please email techsupport@m3as.com so we can resolve

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 *	<input type="text" value="John"/>	Last Name *	<input type="text" value="Doe"/>
E-mail *	<input type="text" value="john.doe@abc.com"/>	Business Phone	<input type="text" value="555-555-5555"/>
Management Company or Property	<input type="text" value="ABC Hospitality"/>	Mobile Phone	<input type="text" value="Provide a telephone number"/>
		Title *	<input type="text" value="Controller"/>
		Role	<input type="text" value="Employee"/>

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

M3

Case Portal Documentation Help Videos Forums News Ideas Login FAQ

Welcome to the M3 Help Center!

This site is a community resource where users can browse content and events, share tips and tricks, interact through discussion forums, suggest new ideas, report defects, and get support through our help desk.

Documentation

Find detailed product information in an extensive library of tips, tricks and how-to documentation for all M3 products.

[View Documentation](#)

Videos

Gather knowledge of product features through these in depth videos.

[View Videos](#)

Submit Case

Submit a case to our technical support team for questions or issues.

[Submit Case](#)

- 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

Home > Support Case Portal

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.

Search for related topics

Q What can we help you with?

My Open Cases - Search

Case Number	Case Title	Case Type	Subject	Origin	Customer	Status Reason	Created On
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- If you choose to submit a case, click the button Open A Support Request

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My Open Cases - Search

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

Open A New Support Request



Contact Information

Customer *

Please let us know about your problem

Enter a brief subject line to identify this support request *

Support Product * **Submitted Email** **Submitted Phone #**

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

9. 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

I
Test CAS-437946-G9F7F5

Active - 1 - New

Update **Cancel Case**

Customer *
M3 Internal

Support Product
Log in / Scanner / Printer / Username Req

Description *
Test

10. 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