

CLEARINGHOUSE



How to submit a service request **(customer support)**

Trademark Clearinghouse

30/09/2020

Version 1.2

Contents

1. The Trademark Clearinghouse support page	3
1.1. How to create a support ticket	3
1.2. Exit Support page	6



1. The Trademark Clearinghouse support page

The Trademark Clearinghouse Customer Support portal is available for TMCH users (Trademark Agents & Holders). This portal can only be accessed after registering with the Trademark Clearinghouse.

1.1. How to create a support ticket

When signing in, you will be redirected to the “Marks” tab and will be able to select “Get support” and create a case.

Mark	Status	POU	Expiry	Markholder
Teest_Agent	NEW	NEW	2018-09-22	AZERTY
Hello_Test	NEW	VALID	2018-07-05	test

View How To submit a mark record video

TOTAL: 70
SEARCHED: None
FILTERED: Any status
SORTED:

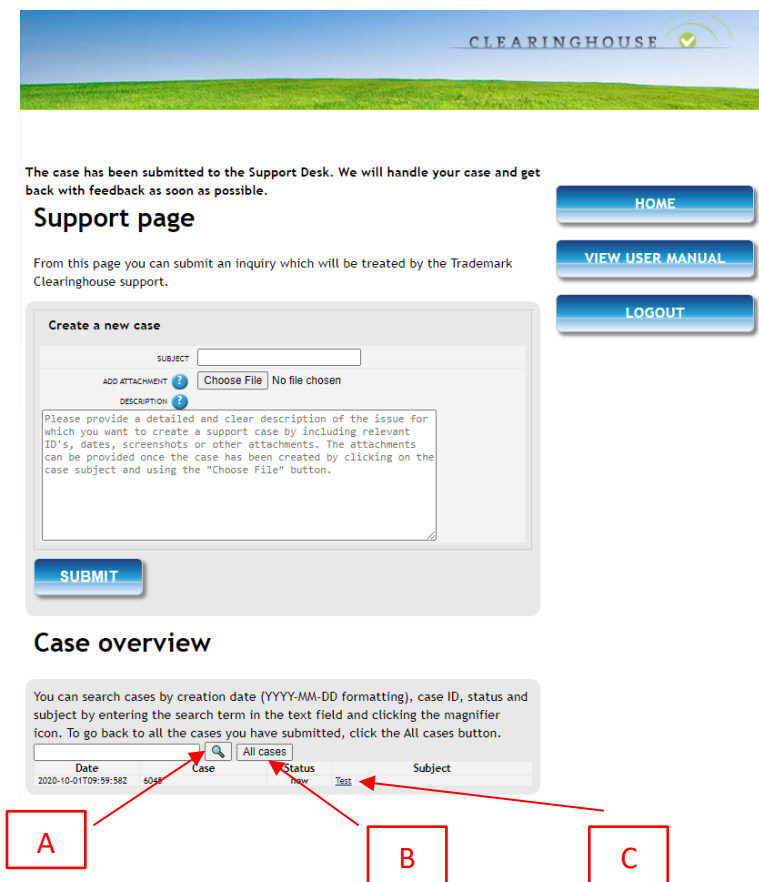
You will then be redirected to the “Support” page, as shown in the image below:



To create a new case please fill in the details of your request, the subject and attach a file if necessary and click on “Submit”:



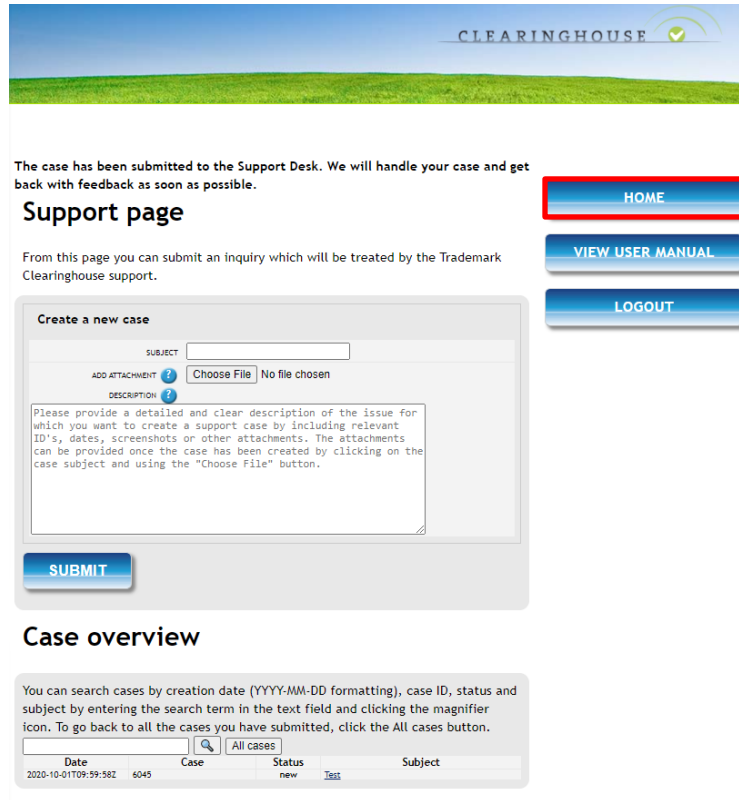
When the case has been submitted you will be notified of its creation by e-mail and you will be able to view your case at the bottom of the page in the “Case overview” section. In this section you can also look up cases by searching for case ID, status or subject and clicking on the magnifier (A). You also have the option to look for all previously submitted cases by clicking on the “all cases” button (B). By clicking on the subject of the case (C) (in this example “Test”) you will be able to view the details of the case.



The screenshot displays the CLEARINGHOUSE support interface. At the top, a banner features the CLEARINGHOUSE logo and a green checkmark. Below the banner, a message states: "The case has been submitted to the Support Desk. We will handle your case and get back with feedback as soon as possible." To the right of this message are three buttons: HOME, VIEW USER MANUAL, and LOGOUT. The main content area is titled "Support page" and includes a sub-header: "From this page you can submit an inquiry which will be treated by the Trademark Clearinghouse support." Below this is a "Create a new case" form with fields for SUBJECT, ADD ATTACHMENT (with a "Choose File" button and "No file chosen" text), and a large text area for DESCRIPTION. A "SUBMIT" button is located at the bottom of the form. The "Case overview" section follows, with instructions on how to search cases. Below the instructions is a search bar with a magnifying glass icon (labeled A), an "All cases" button (labeled B), and a table of cases. The table has columns for Date, Case, Status, and Subject. A row is shown with the date "2020-10-01T09:59:58Z", case ID "6048", status "New", and subject "Test". A red arrow (labeled C) points to the subject "Test".

1.2. Exit Support page

To exit the “Support” page, click on the “Home” button which will redirect you to the Trademark Clearinghouse home page.



The case has been submitted to the Support Desk. We will handle your case and get back with feedback as soon as possible.

Support page

From this page you can submit an inquiry which will be treated by the Trademark Clearinghouse support.


HOME


VIEW USER MANUAL

LOGOUT

Create a new case

SUBJECT

ADD ATTACHMENT  **Choose File** No file chosen


DESCRIPTION 

Please provide a detailed and clear description of the issue for which you want to create a support case by including relevant ID's, dates, screenshots or other attachments. The attachments can be provided once the case has been created by clicking on the case subject and using the "Choose File" button.

SUBMIT

Case overview

You can search cases by creation date (YYYY-MM-DD formatting), case ID, status and subject by entering the search term in the text field and clicking the magnifier icon. To go back to all the cases you have submitted, click the All cases button.

 **All cases**

Date	Case	Status	Subject
2020-10-01T09:59:58Z	6045	new	Test