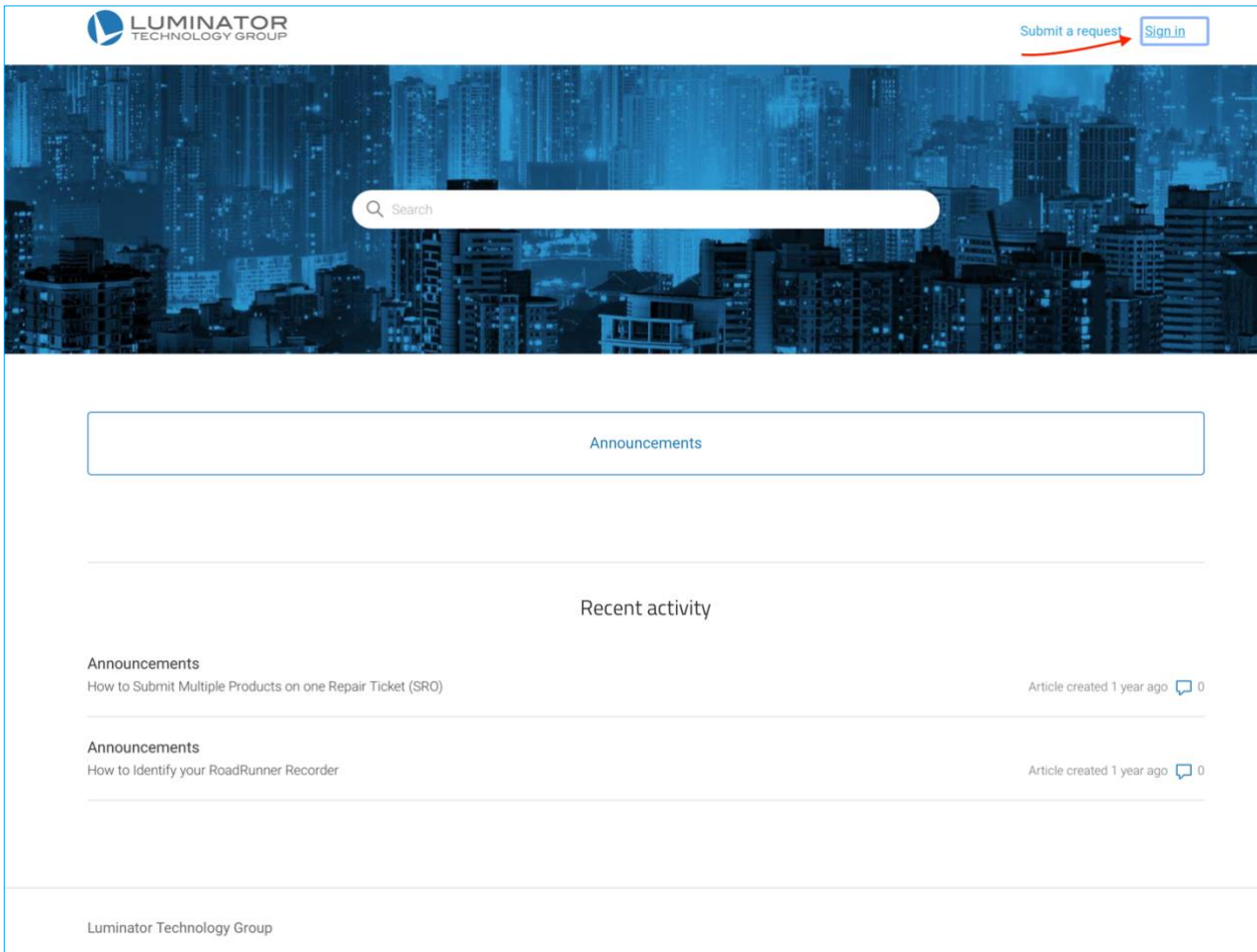# LUMINATOR CUSTOMER PORTAL

General Log-in Instructions

1. In your browser, visit Luminator.Zendesk.com
2. When the page opens, click SIGN IN on the top right corner.

3. If you have never sent an email to Luminator support in any address, please click SIGN UP[1].

    a. If you have sent an email to support.na@luminator.com , or busrepair@luminator.com in the past, we probably already have a username for you. If so, or to double-check, simply click GET A PASSWORD[2] and enter in your email address.
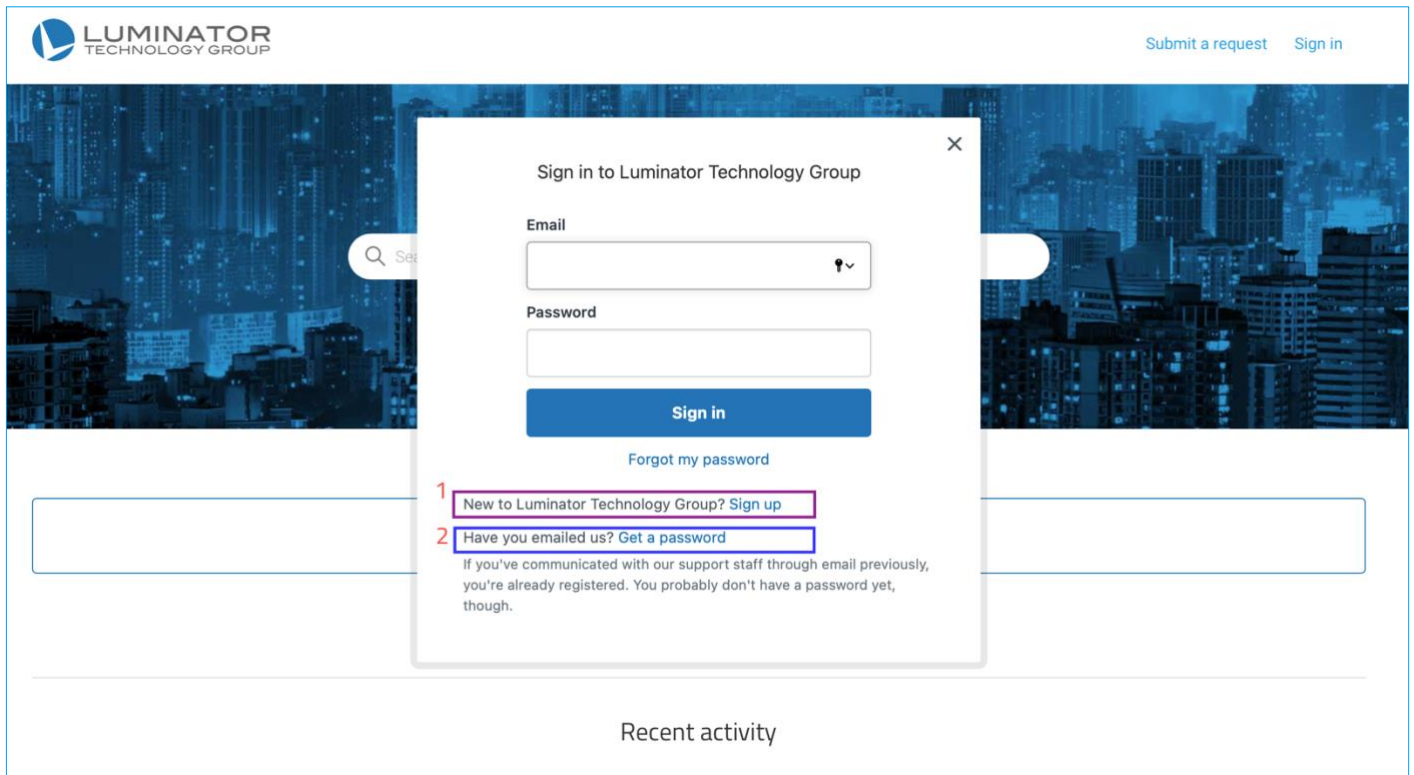
4. Once Logged in, HOVER over to your name in the top right corner and click to open the dropdown menu.

    a. Click MY ACTIVITIES to see your tickets

5. There are six options

    a. ORGANIZATION REQUESTS : See your Agency's tickets

    b. MY REQUESTS : Tickets you have previously submitted

    c. REQUESTS I'M CC'd ON : Tickets you are cc'd on

    d. CONTRIBUTIONS : Articles that you have commented on within Luminator

    e. FOLLOWING : Tickets or articles you are following
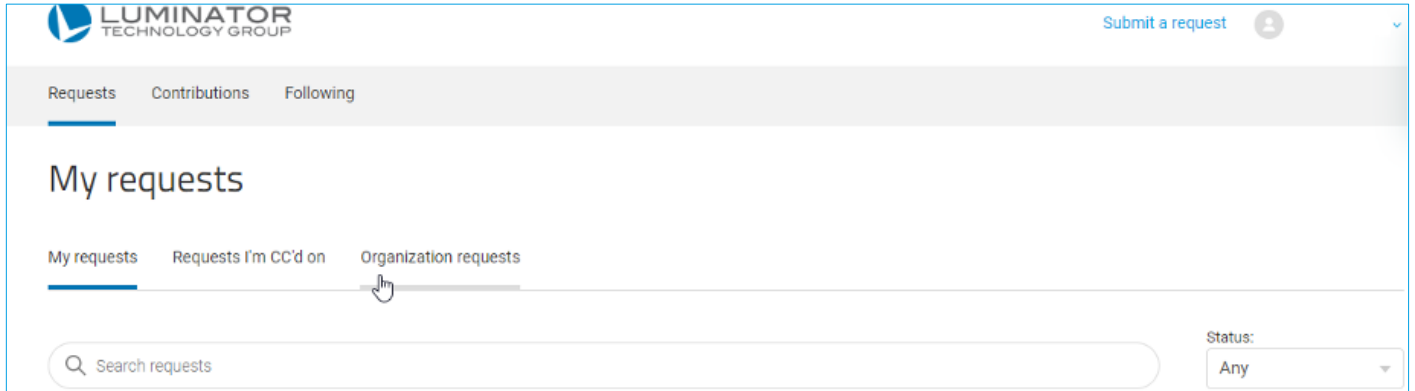
6. Submitting a Ticket

    a. Click the Submit a Request link
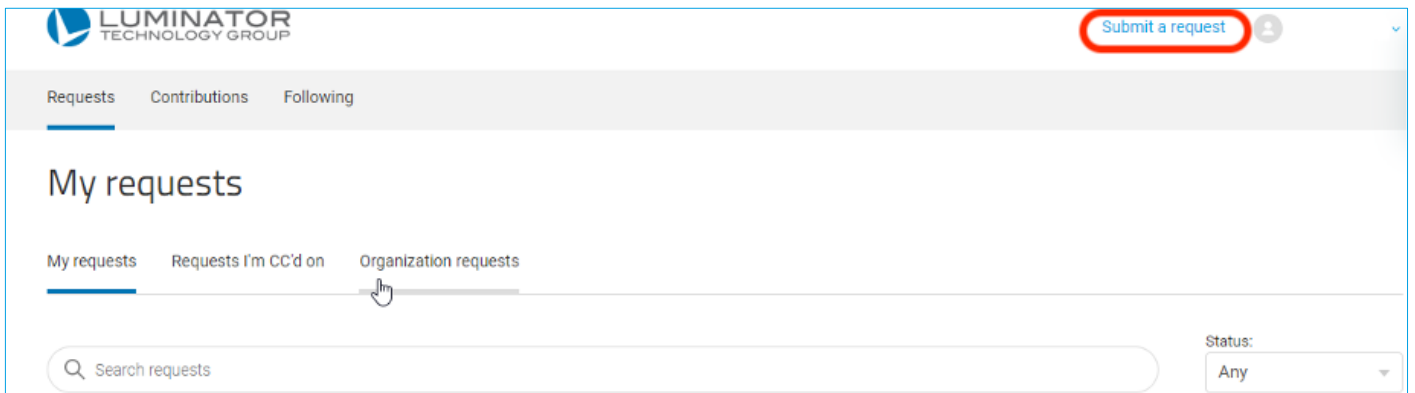
7. There are three options for ticket forms. Please select the appropriate form.

900 Klein Road – Plano, TX 75074
Tel: 972.424.6511; Fax: 972.663.0767
www.luminator.com

8. To return to the home page, please click the Luminator logo.

9. Clue the appropriate blue product box to access tech tips, manuals, training guides and more.

   a. Each Luminator customer/partner has a tailored segment according to what products you would like to see. As you know, Luminator offers many different product solutions for all our customers
   b. Click on your box whether it be shelter signs, stationary, or video solutions, etc.
   c. You will see a list of clickable items like manuals, software files and instructional video

Thank you for being a Luminator customer, and we hope you enjoy the Customer Portal experience.