



BrightVine Solutions
Nonprofit Technology Providers

Welcome

The new **BrightVine Customer Portal** makes it easy to submit and manage your support requests in one place.

With the portal, you can:

- Submit new support tickets
- Track the status of your tickets
- View your full ticket history
- Access both your tickets and your organization's tickets

Access the portal:

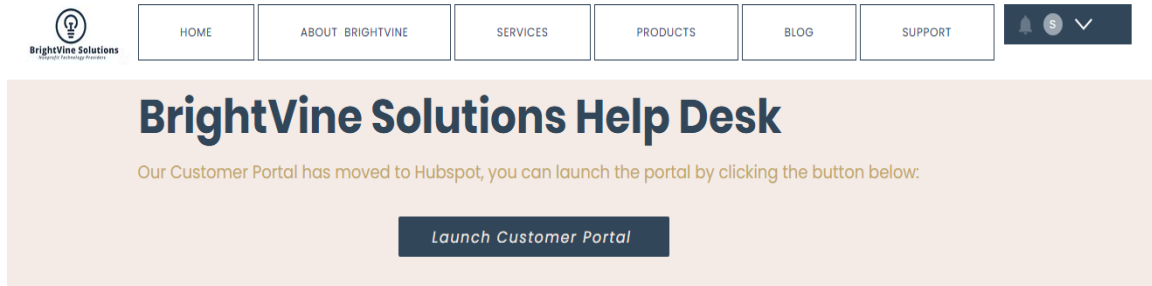
- Direct Portal link: <https://www.brightvinesolutions-support.com/tickets-view/>
- From our website: <https://www.brightvinesolutions.com/help>

 **Tip:** You can bookmark the portal for quick access whenever you need support.



Accessing the Portal

1. Open BrightVine Website (<https://www.brightvinesolutions.com/help>) or launch the portal directly (<https://www.brightvinesolutions-support.com/tickets-view/>)
From the website, use the Launch Customer Portal button.



2. If this is your first time accessing the portal, follow the prompt at the bottom of the form to register. If you have previously registered, use the form to log in using your new portal credentials.



Sign in

The page you are trying to view is only available to registered users.

Email*

Password*

 [Show](#)

Remember me [Forgot password?](#)

or

Try going password-less. Get a link sent to your email that'll sign you in.

Email*

I agree to allow BrightVine Solutions to store and process my personal data.

Don't have an account? [Register here.](#)

Having trouble? [Contact the site's administrator](#)

3. Check your email for a verification message from BrightVine Support (via HubSpot). Once you've verified your email, your account will be activated.



Customer Portal Dashboard

After logging in, you'll land on your dashboard, where you can view, create, or update tickets.

The screenshot shows the 'Tickets' dashboard. At the top right, there is a 'Sign Out' link. Below the navigation bar, there is a 'Create A Help Desk Ticket' button. The main content area has a search bar with the placeholder text 'Search by ID, subject, or select properties'. Below the search bar, there are 'Filter' and 'Sort (1)' options. A table header is visible with columns: 'Requested By', 'Subject', 'Ticket description', 'Ticket status', 'Priority', 'Environment', 'Created', 'Ticket Owner', and 'Last Activity'. The table body is empty, displaying 'No records found' and a suggestion to 'Try adjusting your filters or creating a new entry.' There are also '0 records', 'Export', and 'Print' icons in the top right of the table area.

Create a Ticket

This screenshot is identical to the previous one, but the 'Create A Help Desk Ticket' button in the top right corner is highlighted with a red rectangular box to draw attention to it.

To create a new help desk ticket:

1. Click **“Create a Help Desk Ticket”** in the top-right corner of the dashboard.
2. Complete the ticket form:
 - Add a clear subject that summarizes your request
 - Provide a detailed description of the issue or question
 - Attach screenshots or supporting files, if helpful
3. Click **“Submit”** to create your ticket



After submission, the ticket will appear in your dashboard.

Filters and Views

Apply filters to see all help desk tickets, your help desk tickets, or your organization's help desk tickets.

The screenshot shows the 'Tickets' dashboard. At the top right, there is a 'Create A Help Desk Ticket' button. Below it is a search bar with the text 'Search by ID, subject, or select properties:'. To the right of the search bar is a 'Filter' button, which is highlighted with a red box. Below the search bar is a 'Sort (1)' dropdown. The main content area shows a table with columns: 'Requested By', 'Ticket status', 'Priority', 'Environment', 'Created', 'Ticket Owner', and 'Last Activity'. The table is currently empty, displaying 'No records found' and a message 'Try adjusting your filters or creating a new entry.' A filter dropdown menu is open, showing options for 'All', 'Open', 'Closed', 'Owned by organization', and 'Owned by me'. The 'Owned by organization' option is highlighted with a red box. Below the filter menu are dropdowns for 'Created' and 'Last Activity', both set to 'All time'.

Update a Help Desk Ticket

To add information or respond to a help desk request:

1. Open the ticket from your dashboard.
2. Scroll to the comment section.
3. Enter your update or attach additional files.
4. Submit the update.

Notifications and Responses

You'll receive a notification when the BrightVine team responds to your ticket. You can reply directly through the portal to continue the conversation.

Best Practices for Submitting Tickets



To help us resolve your request as quickly as possible, please include as much information as possible:

- What is the exact issue you're experiencing? What is the exact error message (if applicable)?
- What is the expected behavior?
- What steps are you taking when the issue occurs?
- What steps can be used to reproduce the issue?
- What environment were you using when this issue/error occurred?
- Can it be reproduced in a Stage or non-production environment?
- When did the issue first start occurring?
- Has this feature worked correctly in the past?
- What is the name of the area where the issue/error occurred? (for example, in the Data Link, is this a job, mapping, etc. In the BV Outlook Integration, is this on the constituent panel, the interaction panel, etc?)
- For BVDL, have you tried creating a new configuration, mapping, or job?
- Have you made any recent changes to your database or our tool?
- What version of the tool/product are you using when this issue/error occurs?

Having trouble logging in? Need help with a ticket? Reach out to us at support@brightvinesolutions.com, and our team will be happy to assist.