

## How Suppliers can log Support Tickets

Email ProContractSuppliers@proactis.com for all ProContract support issues.

This will auto-log a support ticket in the new PROACTIS Supplier Support Helpdesk.

<http://proactis.kayako.com/default>

On logging a ticket, if you have not already logged one before, you will be issued with a registration email that will give you instructions to allow you to log in, log, review and update your own tickets.

If you previously logged a ticket, please go directly to <http://proactis.kayako.com/default> to log a ticket with the PROACTIS Supplier Support Team using the log in information you have been previously provided with.

Please note, you do not need to log in. So, on the next screen just click Next and then you will reach the ticket logging screen.

Please fill out all the boxes with as much information as possible and include your phone number in case the team need to call you.

## Phone Numbers for Supplier Time-Sensitive or Emergency Contact only

Supplier Support for <https://procontract.due-north.com/Login>

In **emergency** or **time-sensitive** situations the Supplier Support Service Desk can also be contacted on UK Lo-Call number +44 (0)330 005 0352 for **Supplier Support only**, but this should be by **exception** and not as a rule and you should already have logged a support ticket via the method outlined on the previous page.