



Cybersecurity Assessments and Training On-demand for Your Workforce

CyberStronger Technical Support Ticketing Platform Guide

<https://cyberstronger.zendesk.com/>

Support Hours: Monday thru Friday 8:00am – 8:00pm EST

Signing In

Visit: <https://cyberstronger.zendesk.com/> and click “Sign In”.




Sign In / Create an Account

Please sign in (A) or, if first visit, create an account (B).

Sign in to CyberStronger

[Switch to agent sign-in >](#)

A.

 Sign in with Google

Email

Password

[Forgot password?](#)

Sign in

Emailed us for support? [Get a password](#)

New to CyberStronger? [Sign up](#)

B.

Create a New Account

When creating a new account (option B in previous slide), enter your full name and email address. You will be sent a link to confirm your account and will be prompted to create a password..

CyberStronger [Submit a request](#) [Sign in](#)

Sign up to CyberStronger

Please fill out this form, and we'll send you a welcome email to verify your email address and log you in.

Your full name *

Your email *

Sign up [Cancel](#)

Submit a New Ticket

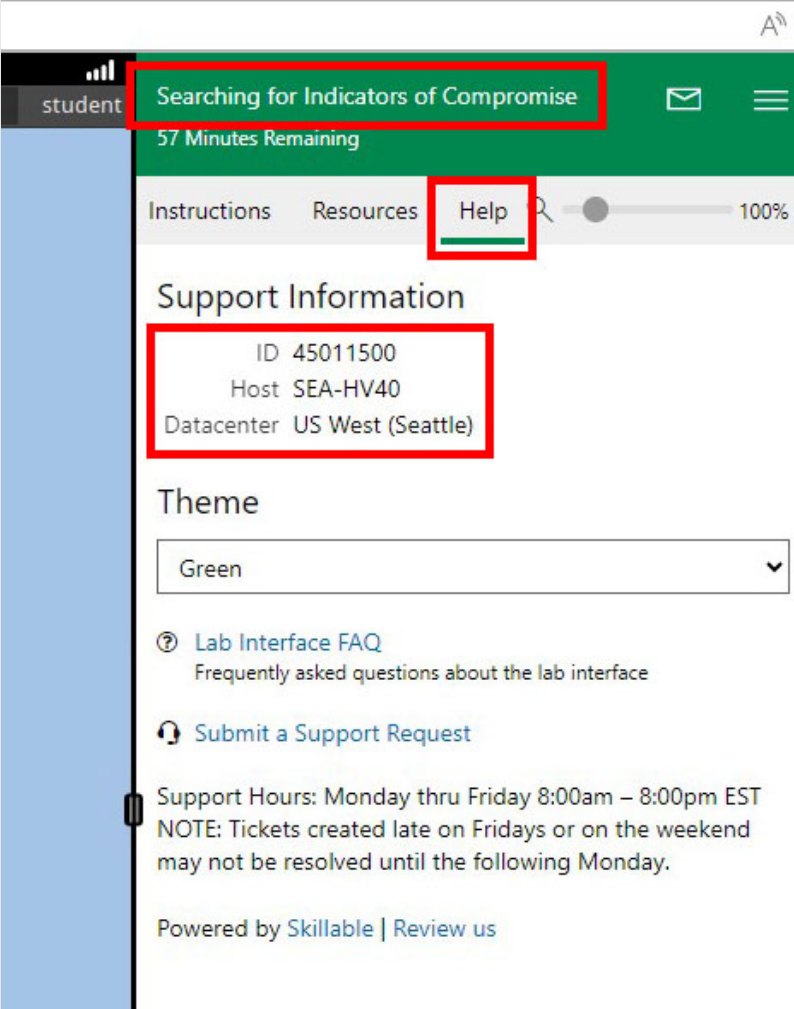
Once you have created your account/logged in, click the “Submit a request” link to begin the ticket form.



Important Ticket Information

On the ticket form there are some fields to pay close attention to:

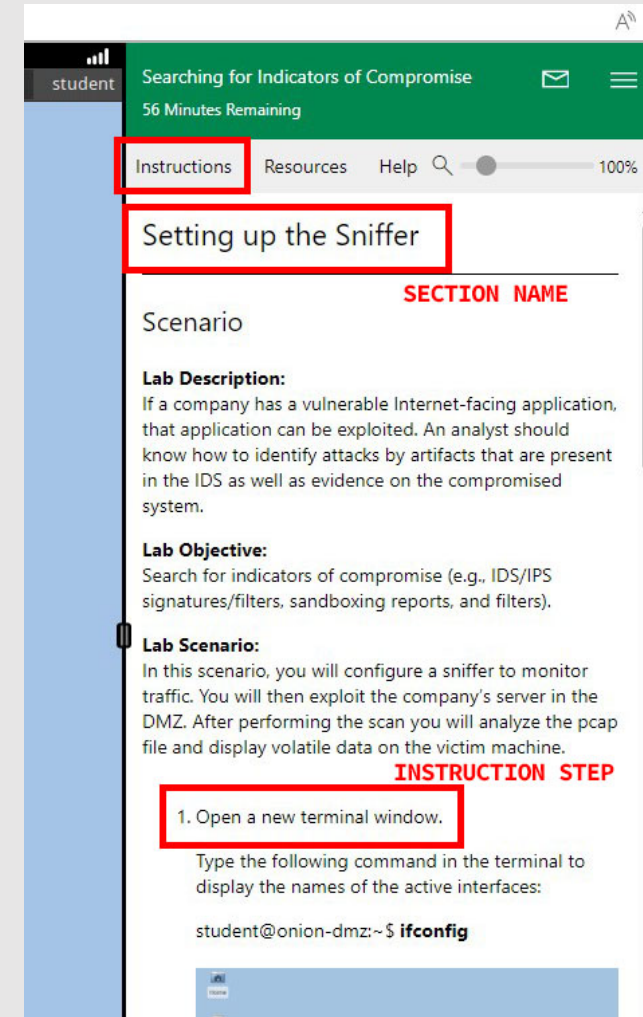
- **Lab Name, Lab Instance ID & Lab Host** – The information for these 3 fields is located within your lab environment under the “**Help**” tab. Please refer to the screenshot for reference:



The screenshot displays a mobile application interface. At the top, a green header bar contains the text "Searching for Indicators of Compromise" and "57 Minutes Remaining". Below the header, there are tabs for "Instructions", "Resources", and "Help", with the "Help" tab highlighted. Under the "Help" tab, there is a section titled "Support Information" which contains the following details: ID 45011500, Host SEA-HV40, and Datacenter US West (Seattle). Below this, there is a "Theme" section with a dropdown menu set to "Green". At the bottom, there are links for "Lab Interface FAQ" and "Submit a Support Request", along with support hours and a note about ticket resolution.

Important Ticket Information (cont'd)

- **Problem Step. Which step in the instruction are you having an issue with?** – This information can also be found in the lab environment (see screenshot for reference) under the “Instructions” tab. Please include the “Section Name” and the “Step Number” that you are on.
- Please provide as much detailed information regarding your issue and include screen shots, if possible, before submitting the form.
- A member of our support staff will respond to you as soon as possible!



Questions / Technical Support



If you have any question, please email us at:

cyberstronger-cs@comtech.com

For technical support, please visit our online ticketing platform at:

<https://cyberstronger.zendesk.com/>

(Support Hours: Monday thru Friday 8:00am – 8:00pm EST)



Cybersecurity Assessments and Training On-demand for Your Workforce