# How To Log Into the Zendesk Ticket Portal

The purpose of this article is to assist users with logging into the Zendesk Ticket Portal. Here are the sections that are included in this document:

## Logging into the Zendesk Ticket Portal: First Time User

1. Navigate to the Zendesk portal login by typing **Sandata.zendesk.com** into your web browser.
   **Note:** Google Chrome is the recommended web browser for accessing the portal.
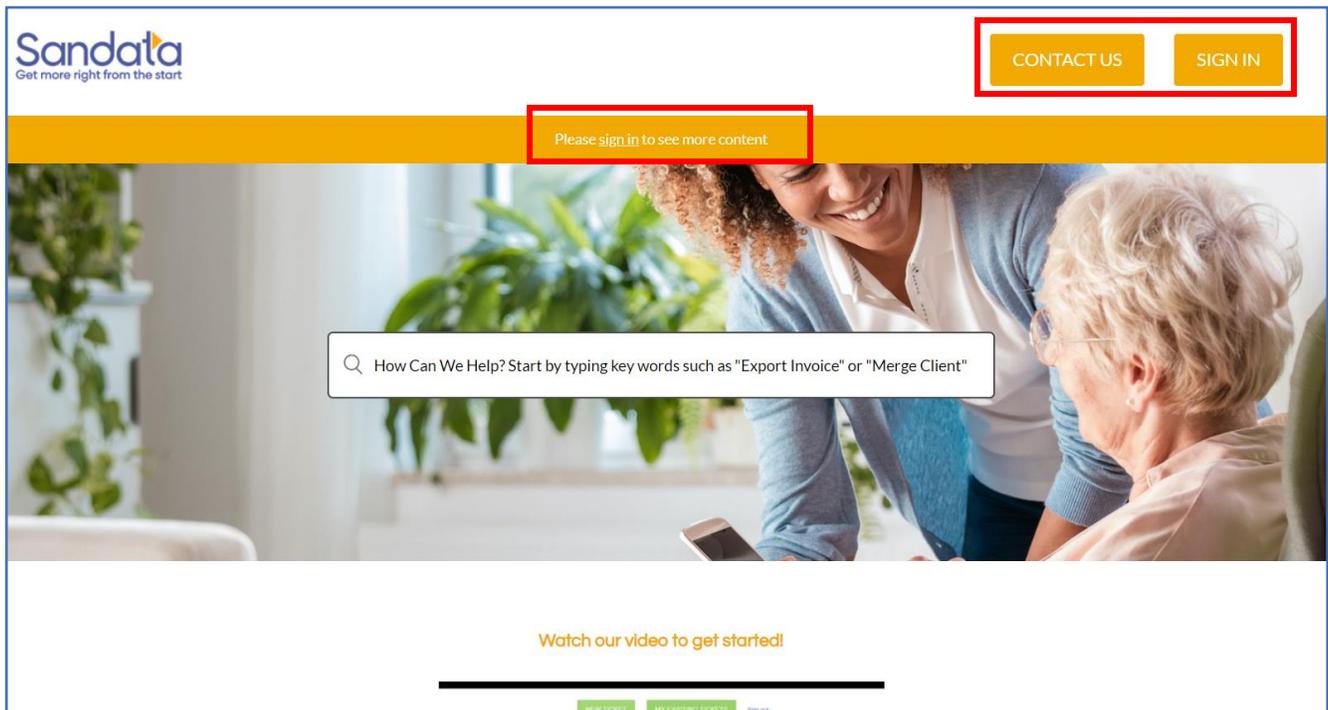
2. On the portal landing page, you will see two places where you can login.
    - The "**Please sign-in to see more content**" link in the middle of the banner at the top of the page
    - The **Sign In** button in the top right of the page
      *Both of these login points are called out in the screenshot above
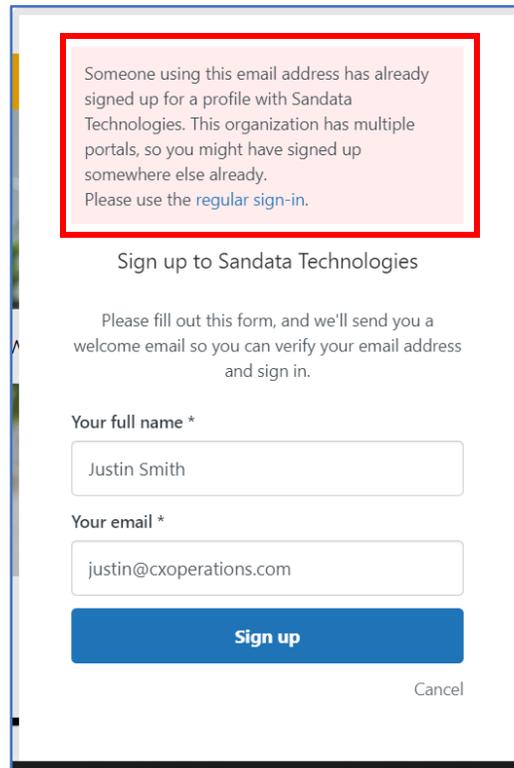
3. When the login box pops up, click 'Sign up' to get started.
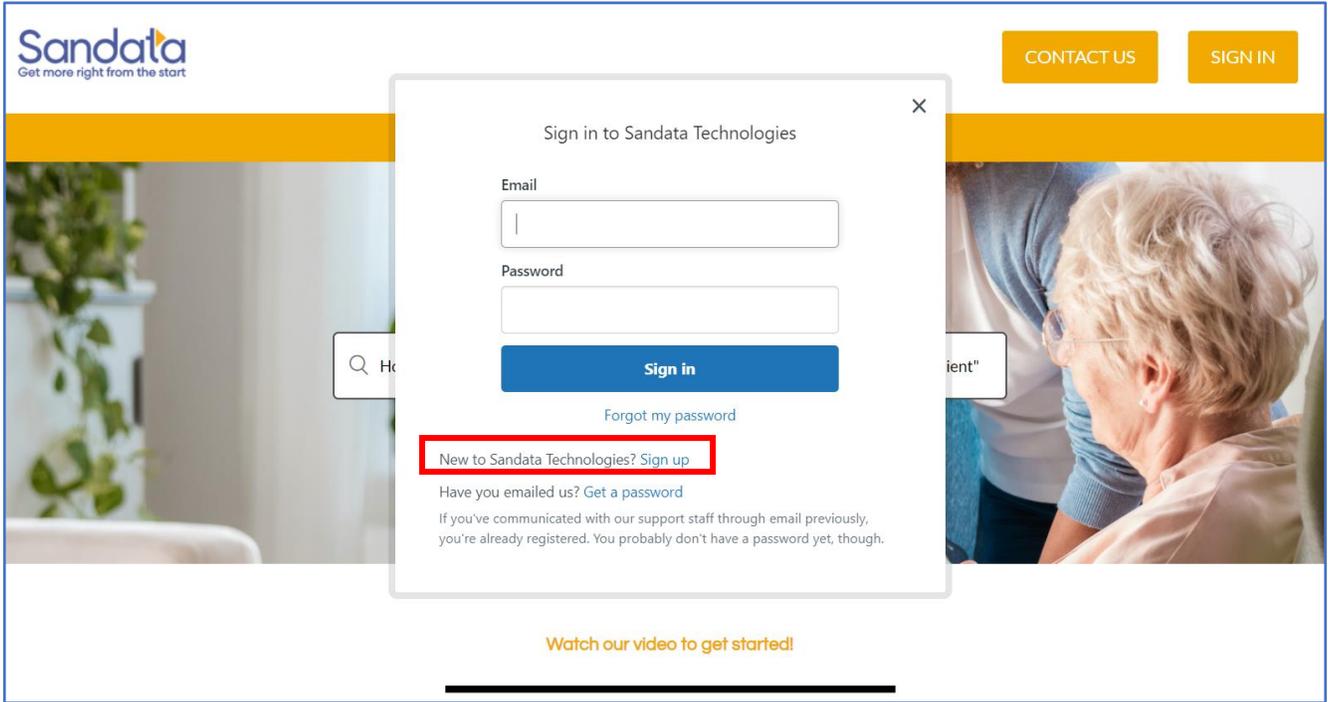
4. Type your full name and email address into the boxes provided, then click the "Sign Up" button.
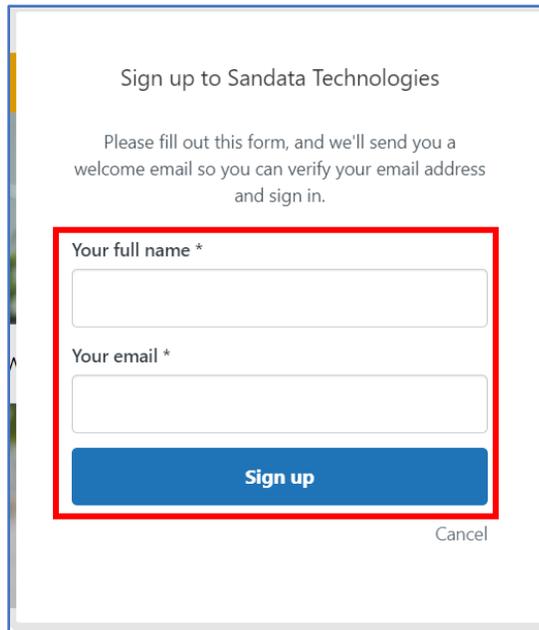
5. If the email address you enter already exists with Sandata, you will see the following message when you enter your email address:
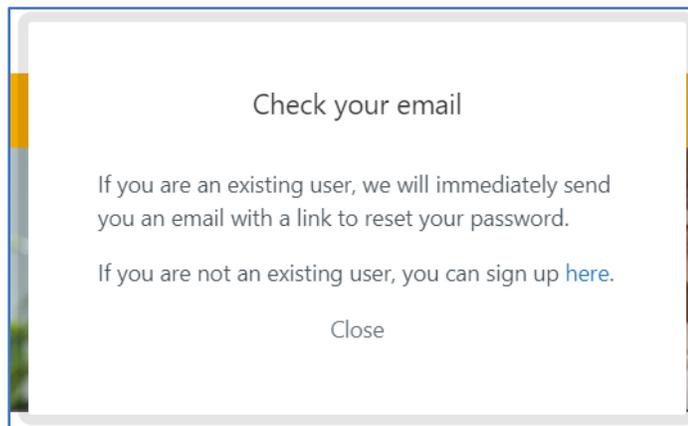
6. If you receive the above message, click "Cancel" and navigate back to the Sign In page and then click the "Get a password" link in the login box, as seen in the screenshot below.
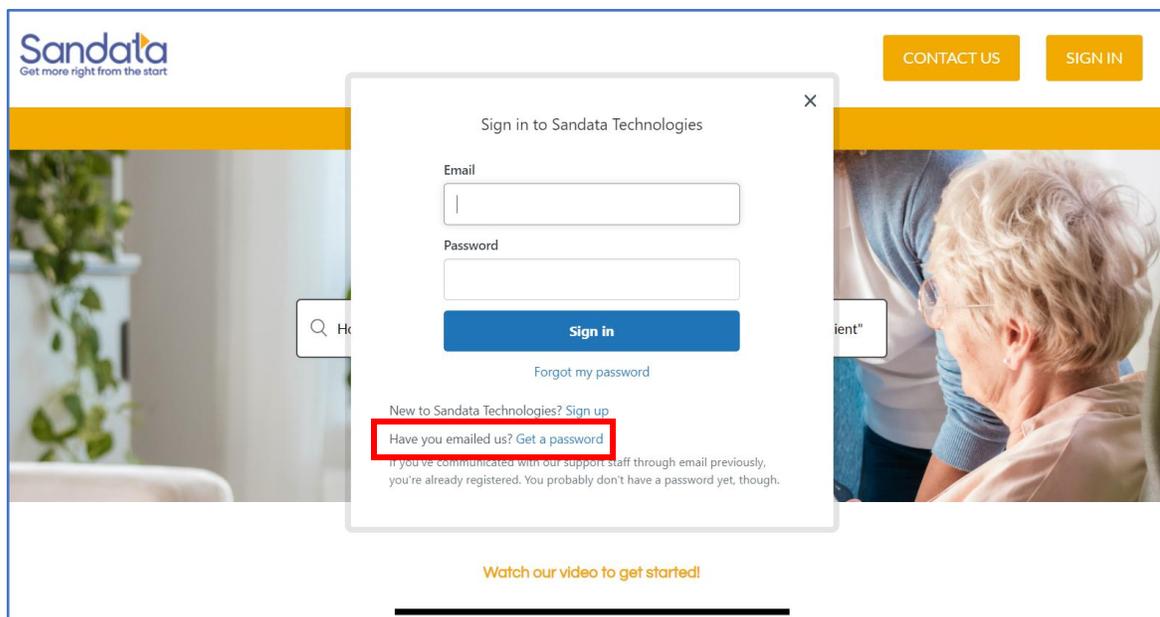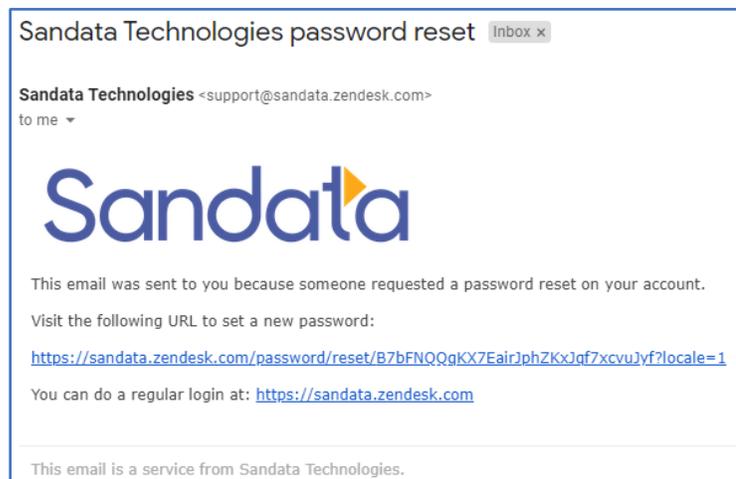

7. Enter your email address in the box that says "Please set me up with a new password" at the top of it, then click "Submit".

Please set me up with a new password

To reset your password for
https://sandata.zendesk.com, enter your email
address and we'll send you an email with
instructions.

Email

Submit

Cancel
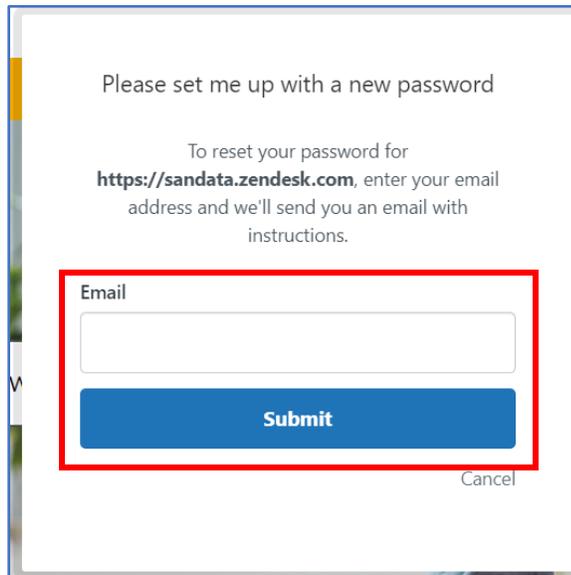
8. Once you click "Submit," you will see the pop-up box below.

Check your email

If you are an existing user, we will immediately send
you an email with a link to reset your password.

If you are not an existing user, you can sign up here.

Close

9. You will need to go to the email address you entered. Sandata will have sent you a temporary password email like the one below. Follow the directions on the email to reset your password.

Sandata Technologies password reset   Inbox ×

Sandata Technologies <support@sandata.zendesk.com>
to me

Sandata

This email was sent to you because someone requested a password reset on your account.

Visit the following URL to set a new password:

https://sandata.zendesk.com/password/reset/B7bFNQQgKX7EairJphZKxJqf7xcvuJyf?locale=1

You can do a regular login at: https://sandata.zendesk.com

This email is a service from Sandata Technologies.

10. After creating a password, you will be directed back to the main page. You can now use your email address and your new password to log in.

11. Once you have logged in, the buttons across the top of the page will say "New Ticket" and "My Existing Tickets". You will also be able to enter a new ticket request.
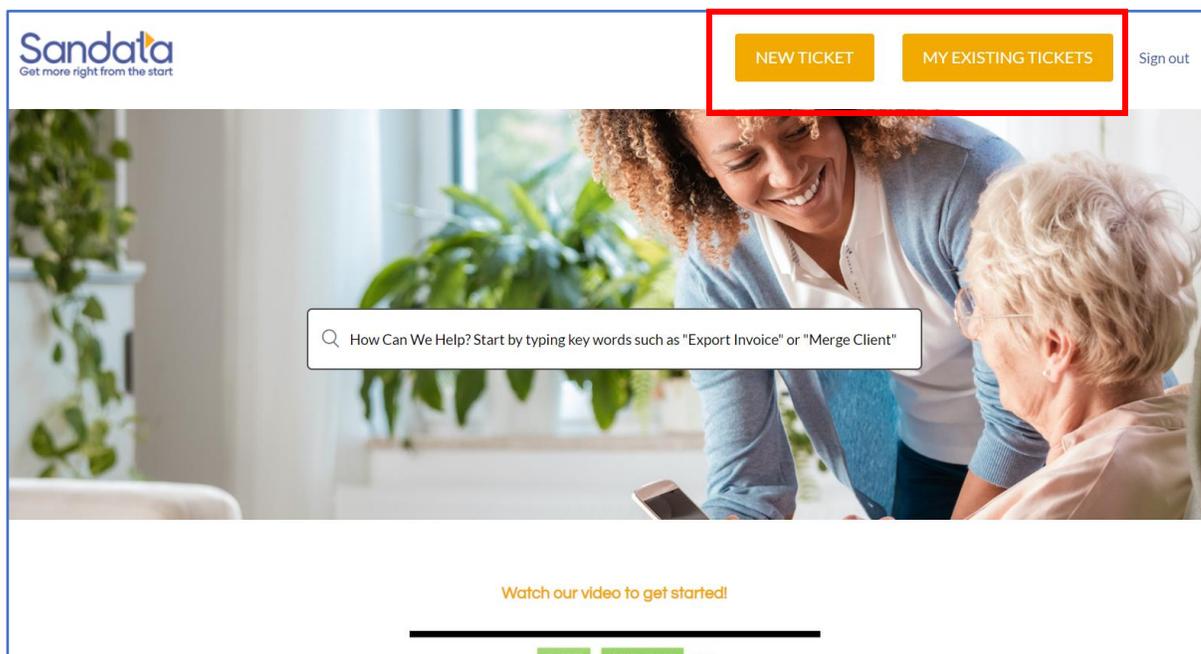
Email is Not Recognized by the Zendesk Portal

Once logged into the portal, you may notice that you do not see any content. It is possible that the email address you use is not linked to an organization in Zendesk.

Note: An organization is the listing in Zendesk for each provider, payer, or vendor entity who reaches out for assistance, grouped by provider ID or company name.

In this case, please contact the EVV Provider Hotline at 1(855) 805-3505 to review your setup.

Zendesk Portal Sign In: Returning User

Once you have visited the Zendesk Portal before as a first-time user, logging in is a simpler process:

1. As a returning user, you will click the "Sign In" button to get the login pop-up box.
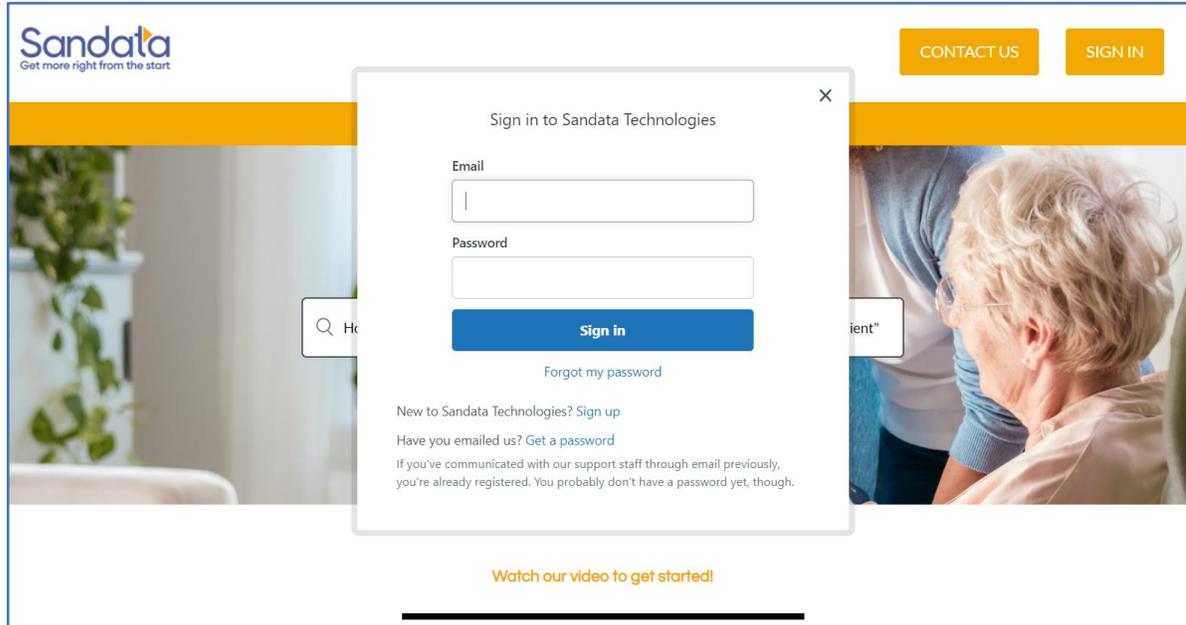
2. You will enter your email address and password in the boxes provided and then click "Sign In."
   a. If you are unsure of or have forgotten your password, you can click on the "Forgot My Password" link under the login box. You will receive a password reset email to your inbox to reset.
3. Once logged into the portal, you will be able to enter a new ticket, view your existing tickets, or view information in knowledge base using the section links at the bottom of the page.