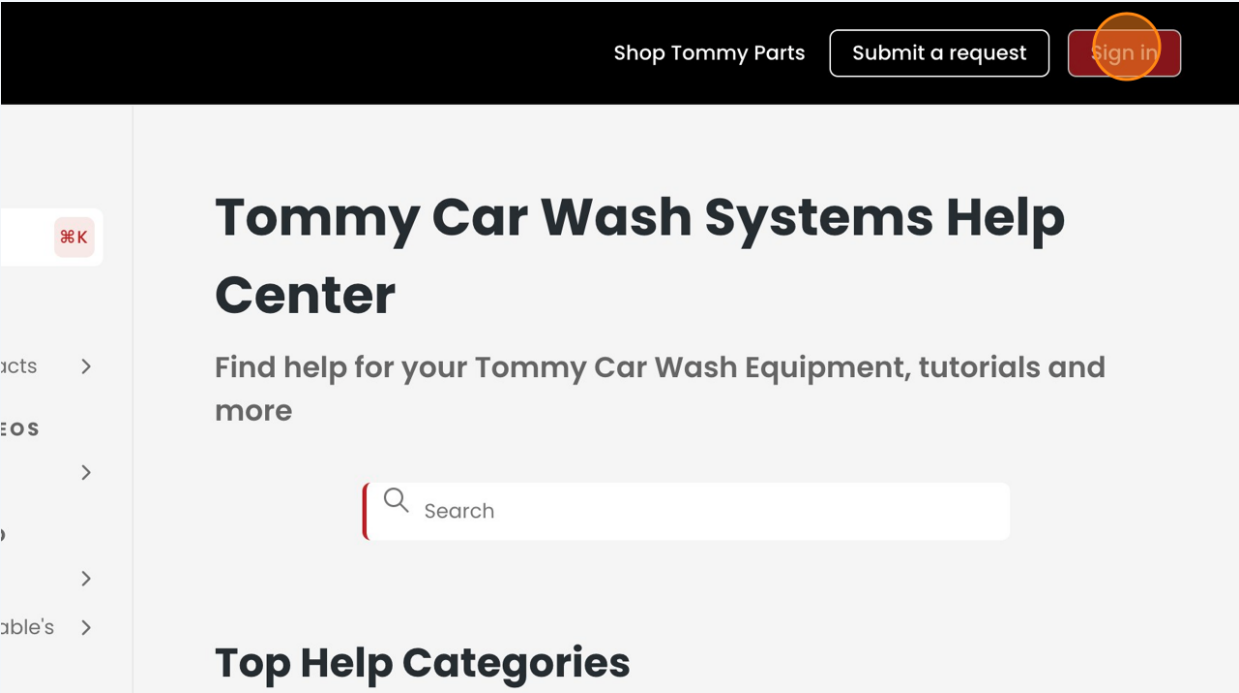


Accessing Zendesk Portal - End Users

1 Navigate to <https://tommycarwash.zendesk.com/hc/en-us>

2 Click "Sign in"



3 Enter Site Email or Manager Login credentials

Sign in to Tommy Car Wash Systems

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

Email

randys@tommycarwash.com

Password


.....

[Forgot password?](#)

Sign in

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

4 Click your login name


Shop Tommy Parts [Submit a request](#)  Mike Evans Self-Administering

Tommy Car Wash Systems Help Center

Find help for your Tommy Car Wash Equipment, tutorials and more

Top Help Categories

5 Click "Requests"

Shop Tommy Parts [Submit a request](#)  [Mike Evans Golf South Hiding](#)

Profile
Requests
 Activities
 Change password
 Sign out

Tommy Car Wash Systems Center

Find help for your Tommy Car Wash Equipment, tu
 more

Search


Top Help Categories

6 All tickets assigned to site will appear here

Subject	Id	Created	Last a
Zendesk Conversations	#454113	15 days ago	15 day
POP - Error Pop Up	#381969	5 months ago	4 mon
Sales Tax	#357188	6 months ago	6 mon
Refunds	#322984	9 months ago	7 mon
Wash added to Zendesk login	#286045	1 year ago	1 year
Quote	#228137	1 year ago	1 year
Wrong Item Sent	#227822	1 year ago	1 year

For multi-site owners - if set up, you're able to view multiple locations with steps below

7 Click "Organization requests"

Shop Tommy Parts [Submit a request](#)  Nicole Ev

My requests

My requests Requests I'm CC'd on **Organization requests**


Statu
An

Subject	Id	Created	Last a
Zendesk Conversations	#454113	15 days ago	15 day

8 Click this dropdown.



S

CC'd on Organization requests

Organization:  [Follow](#) Status: 

Id	Requester	Last activity ▾	Status
#445750	Daniel Kines - Gulf South Holdings	10 days ago	Solved
	Nicole Evans -	15 days	

9 Select any location assigned to your account to review that specific location of tickets

Organization:  [Follow](#) Status: 

Id	Requester	Last activity ▾	Status
#448399	TX - FL193 - Fort Walton Beach	1 hour ago	Solved
#461250	TX - FL193 - Fort Walton Beach	19 hours ago	Solved
#460388	TX - FL193 - Fort	2 days	Solved