B9Creations
Digital Manufacturing Technology

HubSpot Support Portal Registration

Welcome!

Set up your password to sign in and see the content you now have access to.

Email*

Password*   Show password

Password

Password must be at least 8 characters long and include lower and uppercase letters, a number, and a symbol

Confirm Password*   Show password

Confirm Password

In order to provide you the content requested, we need to store and process your personal data. If you consent to us storing your personal data for this purpose, please tick the checkbox below.

☐ I agree to allow Knowledge Base to store and process my personal data.

Save password

Having trouble? Contact the admin

Step 1: Register Here Register (b9c.com)

- Fill out all required fields
- You will receive an email confirmation to verify registration.

Assistance

Monday - Friday
8 am - 5 pm MST
+1 (605) 787-0771

Customer Portal

Step 2: How to submit a ticket and/or access your customer portal.
- Follow the link to Support & Assistance | B9Creations

- Scroll to the bottom of the page – on the left select the customer portal icon button (shown here)

Step 3: Login to portal with information created in Step 1.

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Sign in to view this page

This page is only available to people who have been given access.

Email*

Email

Password*   Show password

Password

☑ Remember Me
Forgot your password?

Login

Having trouble? Contact the admin

Step 4: Customer portal page

- Create Support Ticket (upper right corner)
  - Click this to create a NEW support ticket.
- View-
  - **My tickets** are tickets you have created under this email address logged in.
  - **Organization tickets** are tickets that anyone in your organization has created.
- ID- Is the ticket ID number- this number is used to reference tickets often.
- Subject
  - Subject of the ticket as it was submitted.
- Created
  - Date the ticket was created
- Last activity
  - How long ago there was any communication or updates
- Status
  - This states the current status or stage in the ticketing process.

Step 5: To access an individual ticket or respond to communications.

- In all tickets page (step 4)
  - Click on the subject of the ticket in order to open an individual ticket.
  - Click in the **write a response** section to respond to communications.

For General information, including SDS sheets, on Accessories, software, and materials please go to Accessories, Software, and Materials - Support | B9Creations

To access our free **Knowledge Base** page please go to Knowledge Base (b9c.com)