Horizon Support Portal
Adding New Contacts

★**NOTE:** Only individuals designated by Horizon as *Contact Admin* will have this functionality available.

TO ACCESS THE HORIZON SUPPORT PORTAL:

1. In Version 11 programs, select **Help** > **Horizon Support Portal** in the upper right corner.
2. In Version 16 programs, select **Support** > **Horizon Support Portal** in the upper right corner.
3. Or, click the link below:
   https://support.horizon-is.com/scripts/texcel/customerwise/clogin.dll
4. Log in by entering your email address.
5. Next, enter your password.
   ‣ **NOTE:** Unless you have changed your password, the default is *horizon*. We highly recommend changing your password from the default after entering the portal.

TO ACCESS CONTACTS:

1. Click on the tab labeled **Customer** at the top of the screen. This will bring you to a list of all current staff contacts.
   ‣ **NOTE:** This list can be collapsed by clicking the small grey arrow on the right. ▲
2. Click **+New Contact** button at bottom right.

Contact Info
1. Enter First Name.
2. Enter Last Name.
3. Select a **Staff Title** from the options in the drop-down menu.
4. Enter Phone Number.
   ‣ **NOTE:** We recommend using the Phone 2 field to enter any additional numbers or notes for contacting the staff member.
   Example: Tuesday and Thursday call 814-123-4567
5. Enter Mobile.
6. You can either scroll to the very bottom of the page or click the grey arrow to collapse the menu. ▲

For Customers
1. Check Active Contact.
2. Access Type will default to Standard.
   ‣ **NOTE:** Contact Horizon at 814-535-7810 if this individual needs to be designated as *Contact Admin*.

Login Info
1. Enter Email Address.
2. Enter Password.
3. Click Submit at top right.
4. Click Refresh in your browser or right click on the page and select Reload.
5. Select the **Customer** tab and view the newly created staff member.