

Customer Center

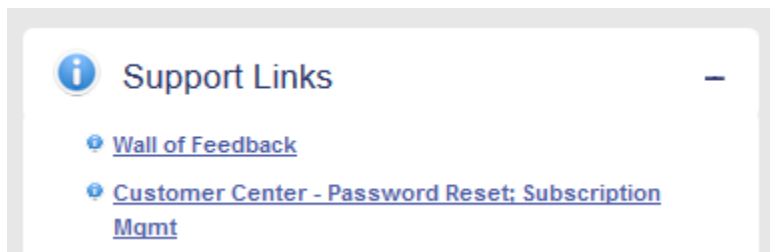
Use the Customer Center to access your contact information and preferences. You can use Customer Connect as your primary support tool to search the knowledge base and manage your cases.

Access the Customer Center

The Customer Center enables you to view a list of cases for your company and to set your personal preferences.

To access the Customer Center:

1. Go to <https://connect.corptax.com>
2. Log in to Connect.
3. Go to the *Support Links* section of the Connect home page.



4. Click **Customer Center - Password Reset; Subscription Mgmt.**
A new window displays the Customer Center home page.

Home

Welcome

Please use the links on this site to manage your email address, password, or campaign subscriptions. To create a new Support case, please visit the Connect site.

Customer Center - Home Links

Support
[Contact Support](#)
[See Support Cases](#)

Settings

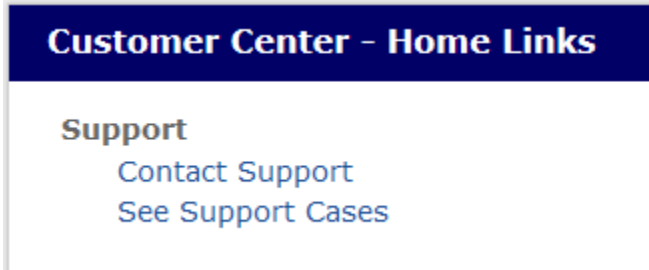
[Set Preferences](#)
[Change Password](#)
[Campaign Subscription Center](#)
[Change Email](#)

Quick View

INDICATOR	PERIOD	CURRENT	PREVIOUS	CHANGE
Open Cases	Current	2		

View All Support Cases

In the *Customer Center - Home Links* area, click **See Support Cases**.

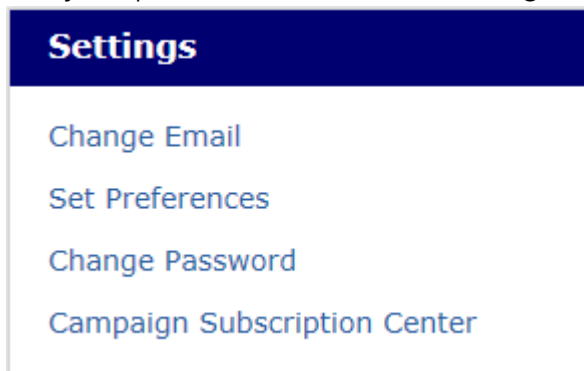


A list of all of the cases for your company displays on the Cases window.

Note: Do not create cases using the Contact Support link. You can access more case management tools by creating cases in Connect.

Set Personal Preferences

Set your preferences from the *Settings* area on the Customer Center home page.



Manage the following settings:

- **Set Preferences.** Set general account preferences, such as time zone, number formatting, appearance, and what email to which you want notifications sent.
- **Change Password.** Change your password at any time.
- **Campaign Subscription Center.** Subscribe to emails regarding products.
- **Change Email.** Update your email address here if your corporate email changes.