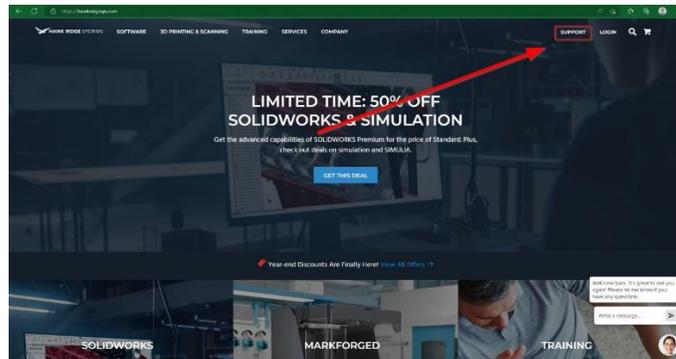


Hawk Ridge has two different log ins for customers. One is our main page that allows them to purchase licenses, training, 3D printers, and 3D printer materials.

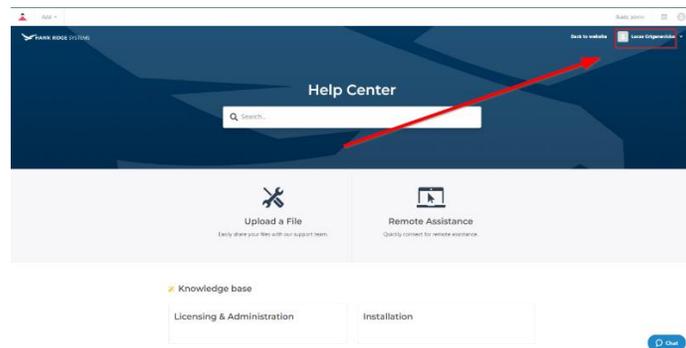
The other website allows customers to interact with technical support. This is accessible through clicking the support tab on the main website. This allows customers to view ticket history, create chats, and makes it easier for our email systems to communicate.

Hawk Ridge Zendesk log in:

Go to Hawk Ridge main page and select support in the top right corner



You should then see a website looking the same as below:



Here is the URL for this website: [Hawk Ridge Systems Support](https://www.hawkridgesystems.com/support)

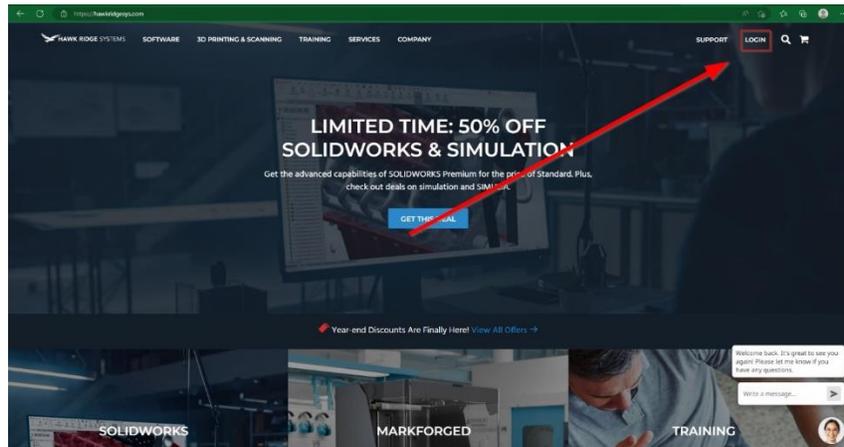
This website allows customers to do the following:

- Create chats
- open new ticket and reply to pending cases.
- single location where they can see the history of their interactions with us.
- It also bypasses any email issues. It's in the cloud so accessibility is a plus also.

When to act:

- If a customer is unable to create an account or log in
 - Reach out to Brent Collins, he is the admin for Zendesk

Hawk Ridge System's main website:



Here is the URL for the main website: [Hawk Ridge Systems - Better Engineering Starts Here](https://www.hawkridgesys.com)

This website allows customers to do the following:

- Training classes
- Licenses
- Mark Forge products
- 3Dprinter materials

When to act:

- If there are any issues with a person that is logged in and they cannot make a purchase, reach out to the marketing team ASAP. Below is a link to the marketing request form:
 - <https://forms.monday.com/forms/4d57469542f02816d288f3d51ca51ea4?r=use1>
- Most of the time if a customer cannot log in, it is because they have not created an account. Please direct them to the below link for them to do this:
 - <https://hawkridgesys.com/customer/account/create/>
- Please also send customers to the FAQs page, link is below:
 - <https://hawkridgesys.com/login-faqs>

Common misconceptions:

Our site currently does not show assets or license numbers etc. It is not connected to salesforce yet. Customers also think that if they been an HRS customer for 20 years they already have a login, which they do not automatically get one. They will need to create one.

