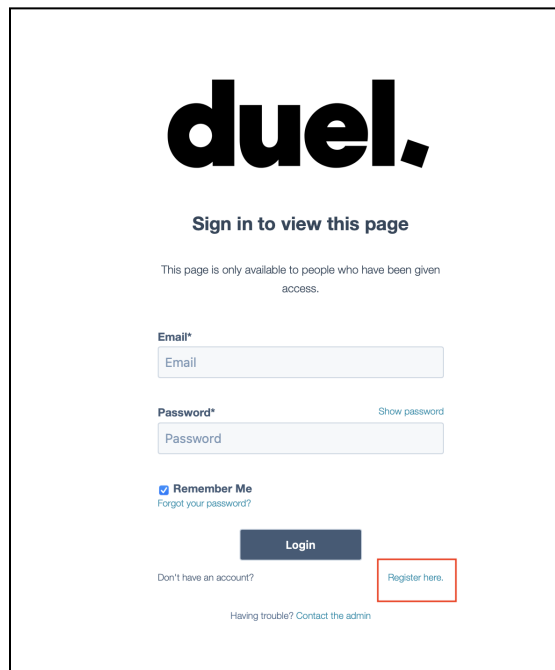


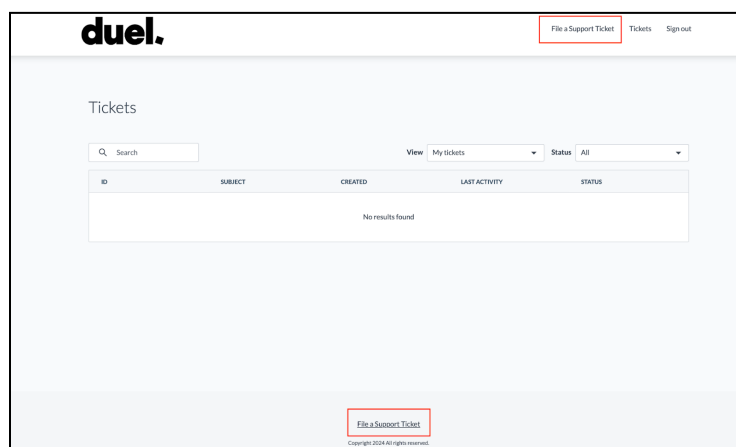
Step-by-Step Guide: Setting Up Your Brand Support Hub Account

1. Go to <https://info.duel.tech/brand-support-hub>
2. Register using your work and/or support email linked to the program you have with us.



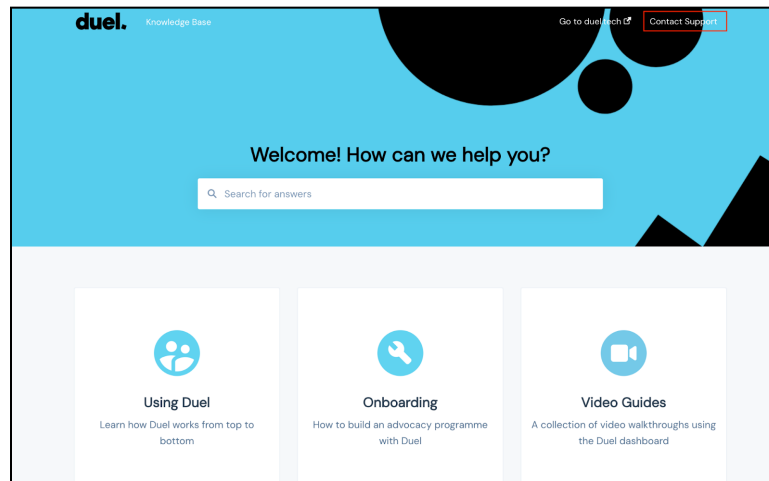
The image shows the login and registration page for the 'duel.' brand support hub. The page has a clean, white background with the 'duel.' logo at the top. Below the logo, it says 'Sign in to view this page' and 'This page is only available to people who have been given access.' There are two input fields: 'Email*' and 'Password*'. The 'Email*' field has a placeholder 'Email' and the 'Password*' field has a placeholder 'Password'. To the right of the password field is a link 'Show password'. Below the password field is a checkbox labeled 'Remember Me' with a link 'Forgot your password?'. There is a dark blue 'Login' button. Below the login button, there is a link 'Don't have an account?' and a red-bordered box containing the link 'Register here.'. At the bottom, there is a link 'Having trouble? Contact the admin'.

Once registered, log in to the portal using your registered email, and feel free to file a support ticket using the support form within the Brand Support Hub.



The image shows the dashboard of the 'duel.' brand support hub. The dashboard has a light blue background. At the top, there is a navigation bar with the 'duel.' logo on the left and three links on the right: 'File a Support Ticket' (highlighted with a red box), 'Tickets', and 'Sign out'. Below the navigation bar, the word 'Tickets' is displayed. There is a search bar with a magnifying glass icon and the text 'Search'. To the right of the search bar are two dropdown menus: 'View' with 'My tickets' selected and 'Status' with 'All' selected. Below these is a table with the following columns: 'ID', 'SUBJECT', 'CREATED', 'LAST ACTIVITY', and 'STATUS'. The table is currently empty, and the text 'No results found' is displayed in the center. At the bottom of the dashboard, there is a red-bordered box containing the link 'File a Support Ticket'.

Please note that you can also submit a support ticket via the Knowledge Base home page by choosing 'Contact Support' at the top of the page or via this [link](#).



The form is quick and easy to use, featuring a dropdown menu with 5 different support request types, i.e. *Technical Support*, *Training & Education*, *Billing & Payments*, *Bug Reporting & Troubleshooting* and *Feedback & Product Suggestions*. Technical support is the most commonly chosen option.

Please note that you can upload as many files as you see fit in the support form.

duel.
Support Form

Please use this form to submit support requests, or you can directly email us at brandsuccess@duel.tech

First name

Contact email *

Please complete this required field.

Are you an existing brand partner?

Support request type *
Please select an option from the menu below.
For Bug Reporting & Troubleshooting use this [link](#)
For Feedback & Product Suggestions use this [link](#)

Please complete this required field.

Support subject *
In less than 10 words, please give a very brief description of the support issue you need assistance with.

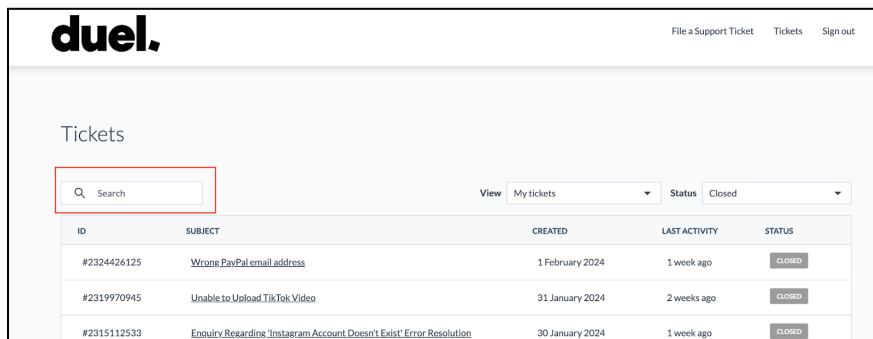
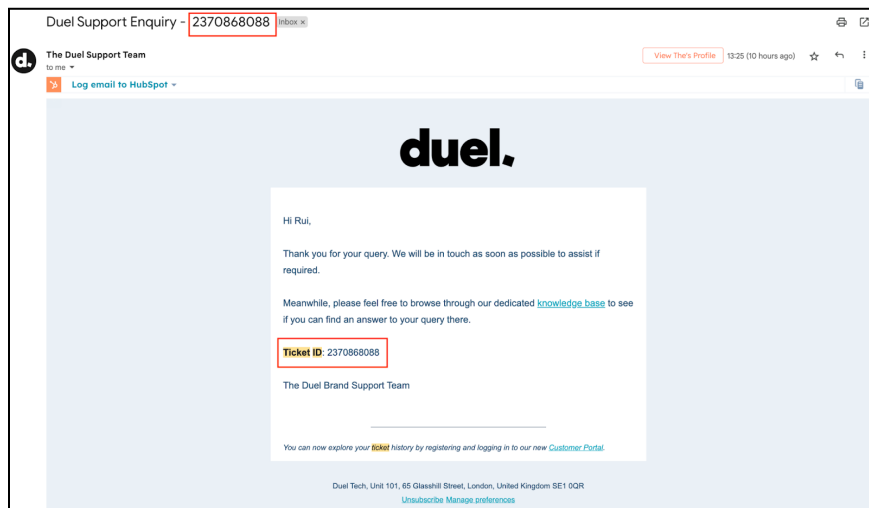
Issue Description *
Please provide a detailed description of the support issue you need assistance with.

File upload
Please make use of this to upload any relevant files.
 No file chosen

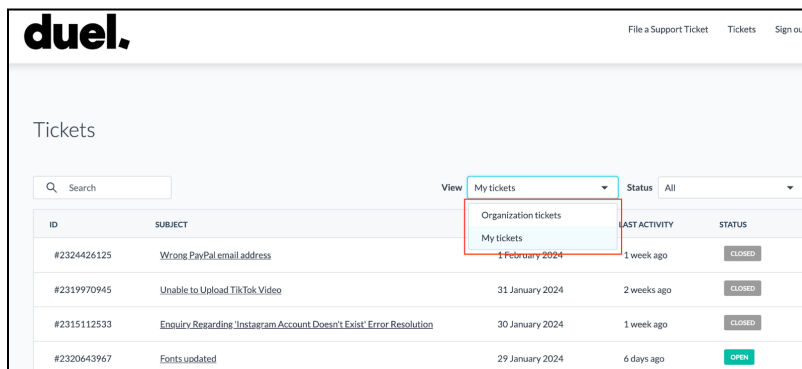
Priority
Please indicate the urgency of this request based on the impact it has on the number of people or clients affected.

You'll have the ability to search for your tickets and your organisation's tickets in the Brand Support Hub using the following options:

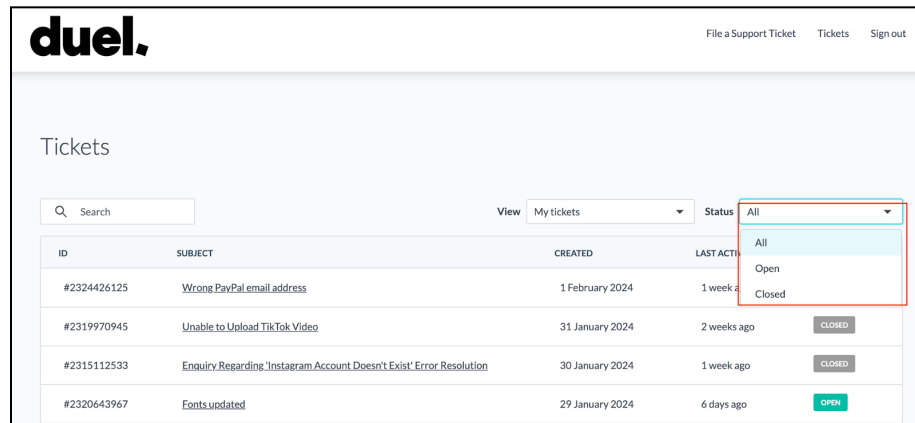
- Search bar (by typing a unique ID - you can find this unique ID in the auto email you receive after sending us an email and/or filing a support request)



- View my tickets and/or my organisation's tickets



- By status (all, open, or closed tickets)



Clicking on any ticket allows you to see the history/exchange of emails with us, and you can also reply within the portal to any open ticket. Closed tickets remain closed but can serve as a reference for you.

While you can still email us at brandsuccess@duel.tech, accessing your ticket history will now be easier through the customer portal, so we would encourage you to start using the portal!

The idea behind introducing this new tool lies in the principle of enhancing our interactions and streamlining our support processes, hopefully making our interactions easier!

If you have any questions regarding the customer portal, please feel free to reach out to us.

All the best,

Duel Support Team