



KlearNow.AI Support Portal

Quick Start Guide

Welcome to Your New Customer Support Experience!

This guide will help you get started with the KlearNow.AI Customer Support Portal in just a few minutes. Everything you need to submit tickets, track progress, and collaborate with your team is now in one convenient location.

Getting Started

Step 1: Access the Portal

Navigate to the portal URL: <https://support.klearnow.com/tickets>


Step 2. Login

- Click the "Support Portal" link in any KlearNow.AI email (Will need to add to auto response email)

Setting up your portal

First-Time Login:

1. Scroll to the bottom of the page to set up a new account
2. Select "Register Here"
3. Enter your email address
4. Create password
5. Check your email to verify your email
6. You're in! Once logged in you can begin using the portal.

 **Tip:** Bookmark the portal for quick access anytime.



Sign in

The page you are trying to view is only available to registered users.

Email*

Password*
 [Show](#)

Remember me [Forgot password?](#)

or

Try going password-less. Get a link sent to your email that'll sign you in.

Email*

I agree to allow KlearNow to store and process my personal data.

Don't have an account? [Register here.](#)

Having trouble? [Contact the site's administrator](#)



Portal Features

Information provided on the portal regarding tickets include the following fields (See below for image):

Quick Overview

- Open Tickets
- Closed Tickets: Resolved issues
- All Tickets
- Subject
- Shipment ID(s) (if provided when submitting the ticket)
- Mode of Transport (MOT)
- Container Number (if provided when submitting the ticket)
- Requested By (who on your team submitted the ticket)
- Create date
- KlearNow.AI Support team ticket owner

Recent Activity

- Last activity date
- Status (Open or Closed)
- New messages from support team
- Recently closed tickets
- Ability to extract tickets

Filter and Search:

- Filter by status
- Search by ticket number or keywords
- Sort by date, priority, or status



[File a Support Ticket](#) [Tickets](#) [Sign out](#)

Tickets [Export to CSV](#)

Search tickets by Subject or ID View [Owned by me](#) Status [All](#)

Subject	Shipment ID(s)	MOT	Container Number	Requested By	Created	Ticket Owner	Last Activity	Status
Guy Mofley		Truck		Kevin Shoemaker	October 7, 2025	Pratima Sharma		Closed
XB Truck shipment- Test 2		Truck		Kevin Shoemaker	February 14, 2025			Closed
XB Truck shipment- Test		Truck		Kevin Shoemaker	February 14, 2025			Closed

Notifications and Alerts

How You'll Stay Informed

- **Email Notifications:** You'll receive emails when:



- Your ticket receives a reply
- We need additional information
- Ticket is closed

Submitting Your First Ticket

The portal allows you to submit a new ticket or review the status of previously submitted tickets

How to Create a Support Request

Click "**File a Support Ticket**" to begin creating a ticket

Providing as much detail as possible about your issue or question, simply fill out the form on the Support ticket page to submit your support ticket. For faster resolution, include relevant details such as shipment IDs, error messages, or screenshots.

Our Support team will then review your ticket promptly and will work to get it resolved as quickly as possible.

Step 1:

- Select your company type
 - Importer, Forwarder, Broker, etc.
- Hit "Next"

Step 2.

- Enter "Issue Category" (Required)
 - Select the "Issue Category" that best matches the issue you are having
 - System/Product
 - Customs/Clearance
 - Document
 - Administrative
 - Sub- Category (Select the appropriate type)
 - Product/System Issue
 - Production/System Down
 - KN Invoice Module
- Enter the "Issue Name"
- Enter the "Issue Description" (Required)
 - Explain the issue in detail
 - Include what you were trying to do
 - Describe what happened vs. what you expected
 - Note any error messages you received
- Hit "Next"



Step 3.

- Enter “MOT” from dropdown
- Enter the Shipment ID(s) (if known)
- Enter the Container ID(s) (if known)
- Enter Master Bill of Lading (MBOL) (if known)
- Add any attachments (supporting documents, screenshots, etc.) you feel will help resolve your issue more quickly
- Confirm your email address is correct
- Hit “Submit”
- Complete the “reCAPTCHA”

Congratulations! Your ticket has now been submitted.

Once your ticket has been submitted, you will receive an immediate confirmation email that includes the following:

- Contact email
- Date Submitted
- Reference (Ticket) number
- Issue summary
- Issue description

Viewing/Tracking Your Tickets

By logging back into the portal at <https://support.klearnow.com/tickets>, you can now view, monitor, and respond to your ticket(s).

Responding to Tickets

How to Add a Comment or Reply

- **Step 1:** Open your ticket from the ticket list
- **Step 2:** Scroll to the bottom of the conversation
- **Step 3:** Type your message in the reply box
- **Step 4:** Add attachments if needed



What to Include:

- Answers to any questions from our team
- Additional information that might help
- Confirmation if a suggested solution worked
- Screenshots of any new issues

Step 5: Click "Send"

Tip: You'll receive an email notification whenever our team replies. You can respond directly to the








email, and your reply will automatically update the ticket!

Welcome to Better Support!

You're all set! The KlearNow.AI Support Portal is designed to make getting help easier, faster, and more transparent.

Remember:

-  Submit tickets through the portal for fastest service
-  Provide detailed descriptions for quicker resolution
-  Check knowledge base for instant answers
-  Track everything in real-time
-  Collaborate with your team seamlessly

Questions about this guide? Submit a ticket anytime. We're here to help!

Getting Help with the Portal

Need Assistance?

Portal Questions:

- Email: support@klearnow.ai
 - Customer Portal User Guide: [Portal User Guide](#)
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