

# ExLibris Support Portal (Sales Force)

Clarivate (the Ex Libris parent company) uses a software called Sales Force to manage help desk service.

- [Reporting an Issue](#)

# Reporting an Issue

If you cannot find the answer to your Alma or Primo question/issue, in the provided [ExLibris Knowledge Center](#), the [ExLibris Support Portal](#) is available. Learn more about how to submit a case in the [Support Portal User Guide](#):

- **If you have an account, [please log in](#) before submitting the form.** Logging in allows you to set preferences and view your cases and case history.
- Don't have an account, but would like one? [Register for an account](#) before your system coordinator can [Grant Permissions](#) for you to open cases on behalf of your institution.
- You can also use the "Chat with support" functionality available in the top menu ribbon of your Alma Dashboard:

