Find help and support

TUNGSTEN **NETWORK**
Trusted connections. Streamlined transactions.
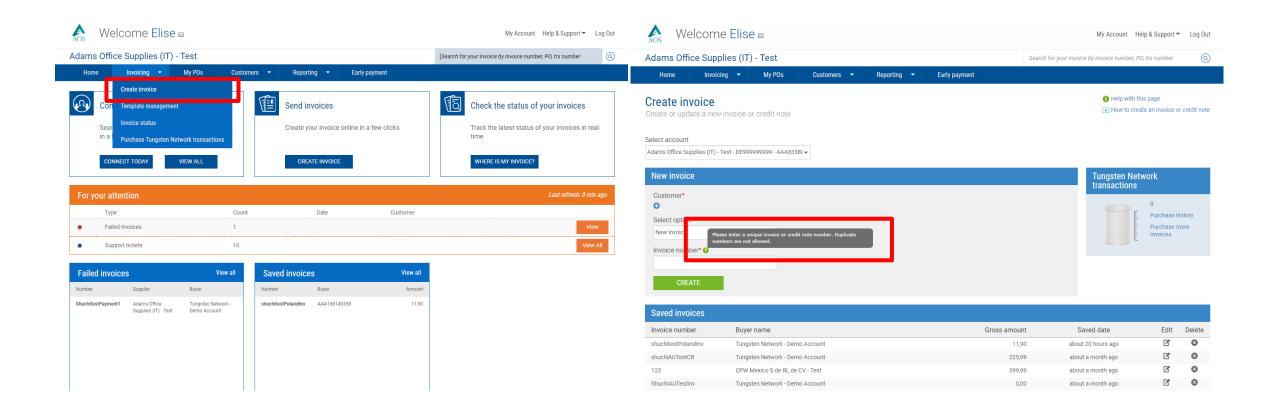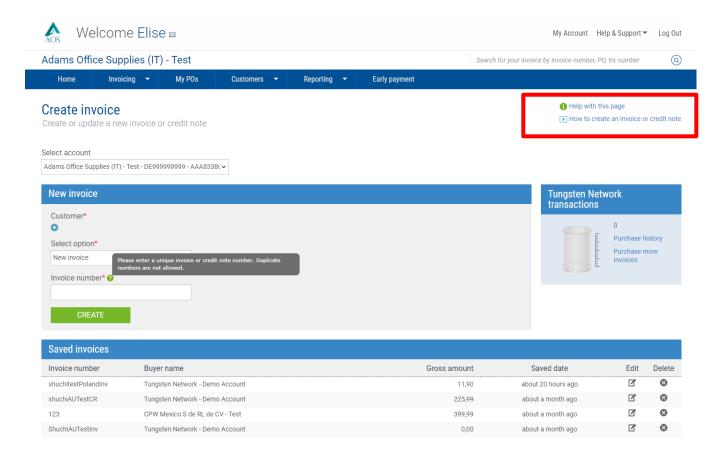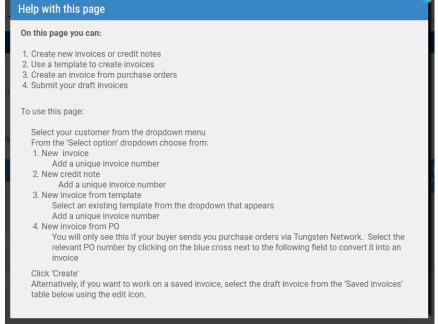
Welcome to the Tungsten Network portal. In this video, I will show you the different ways that you can get help while using the portal.

Let's use an example. When you are creating a new invoice, you will see the green help tip icon. You'll find these throughout the site. In this case, it helps you populate the invoice number field.
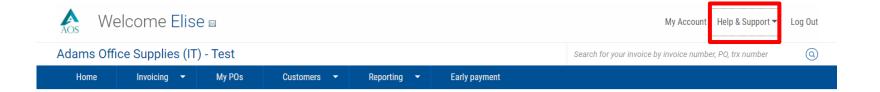
But if you want more information, you can use "Help with this page" which provides more detail with what you can do on this page.

Your customer has asked you to add an attachment to your invoice. By going straight to the 'Help and Support' section, you can either browse the help topics to find the information you need or you could use the search engine.

AOS

Welcome Elise ✉

My Account | Help & Support ▾ | Log Out

Adams Office Supplies (IT) - Test

Search for your invoice by invoice number, PO, trx number 🔍

Home | Invoicing ▾ | My POs | Customers ▾ | Reporting ▾ | Early payment

TUNGSTEN NETWORK
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Help & support home

Getting started: Video tutorials
Upcoming help & support webinars
> Invoicing
> My account
Purchase orders
> Customers
> Reporting
About Tungsten Network e-Invoicing

Useful information

Your administrator is:
abilash.menon@tungsten-network.com

It is useful to have your TN number(s) to hand when you contact our support team.

AAA833808546 - Web Form
AAA894939602 - Web Form
AAA922739941 - Web Form

Help & support home

Learn more about the Tungsten Network portal, its functionality and services by browsing the help topics or using the search tool. If you still can't find what you're looking for, please raise a support request or give us a call.
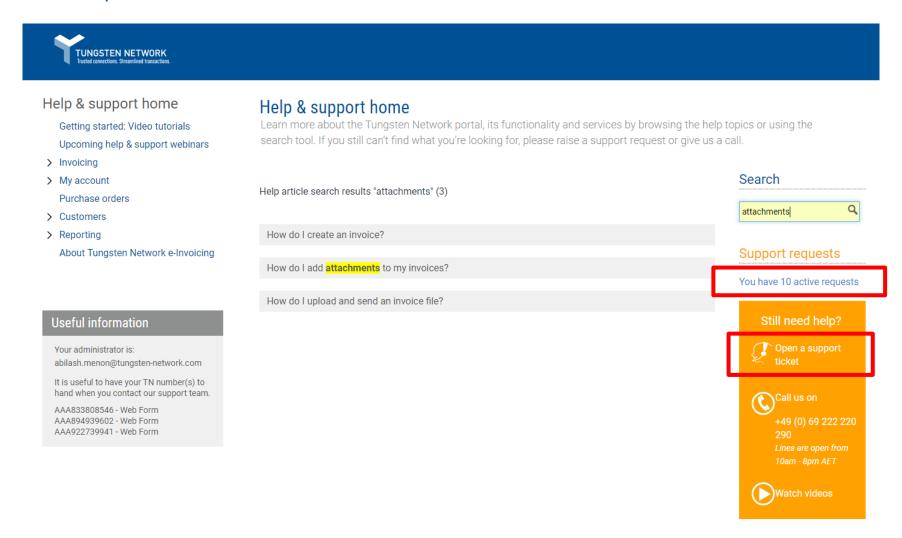
Browse or search for help and support for all your e-Invoicing tasks.

Getting started: Video tutorials
If you're a new user, our short videos will help you get started.

Upcoming help & support webinars
Upcoming help & support webinars

Invoicing
All the information you need to work with invoices and check their status.

My account
We show you how to update your profile details, company information, contact and user details, and work with your messages, alerts and invoice information.

Purchase orders
If you're working with purchase orders, we can help you.

Customers
Tips and guidance on managing your customer contact information.

Reporting
Help with managing your reports on POs and invoices.

About Tungsten Network e-Invoicing
Some general information about e-Invoicing with Tungsten Network.

Search

attachments 🔍

Support requests

You have 10 active requests

Still need help?

Open a support ticket

Call us on
+49 (0) 69 222 220 290
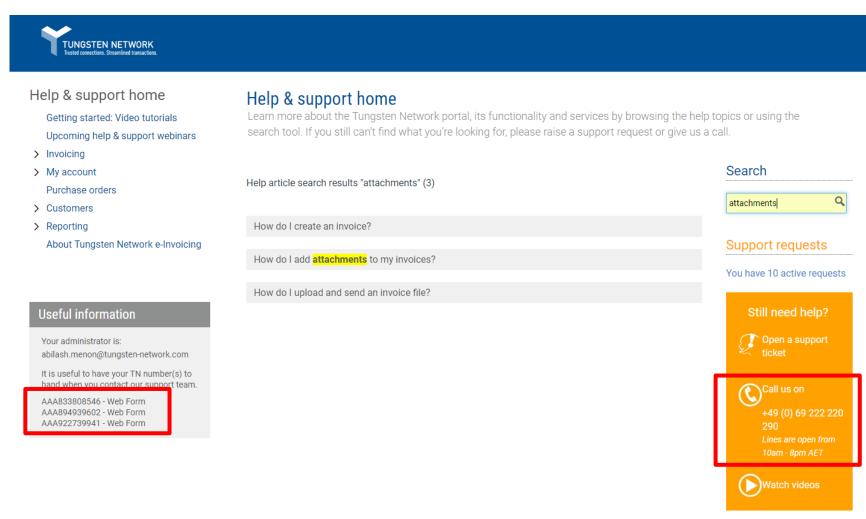Lines are open from 10am - 8pm AET

▶ Watch videos

If you have not been able to find the answers you need, you can contact our support team by raising a support ticket or calling them directly. See our separate video on how to raise a support ticket. If you raise a ticket you can keep track of progress by clicking on your active requests.

Finally, you can also call the Tungsten Network support team on the number shown. It is helpful to have your TN number at hand when you speak to the support team. You can find this in the 'Useful information' box on the left.

In this video I've shown you how to access help and support throughout the Tungsten Network portal. You may play this video as often as you like to become more familiar with this section.

For more information, and to view more videos, please visit the Help & Support section