

Customer Support Portal FAQs

June 2026

Frequently Asked Questions

EMAIL ADDRESS

Can I send tickets to support@alegeus.freshdesk.com?

No, this email address is only for existing ticket notifications, updates, and replies. Any requests/issues submitted to this email address will automatically be closed and the sender will receive a message directing them to our Customer Support Portal.

Tickets submitted via email tend to take longer to close due to manual routing and information gathering. Submitting all tickets through the upgraded portal, which will offer a better customer experience, will lead to faster ticket closures.

Can I still send to email addresses created specifically for processes (i.e., Banking)?

Yes, those email addresses will continue to route into the Customer Support Portal.

CUSTOMER SUPPORT PORTAL

How do I get access to the Alegeus Customer Support Portal?

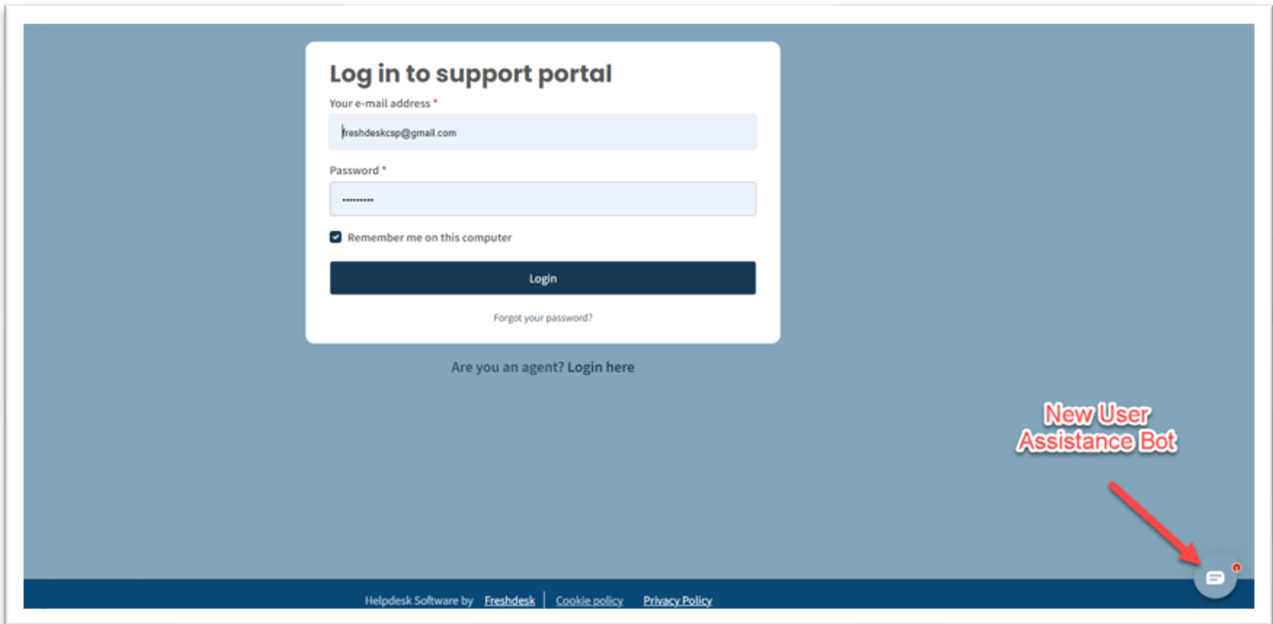
See the 'Alegeus Customer Support Portal Guide' or go [HERE](#) to find the guide and additional resources.

What can I do if I receive an error while trying to log into the Alegeus Customer Support Portal?

- Go to the login page for the Customer Support Portal and click on the icon at the bottom right corner of the page. This is our new User Assistance Bot which will either help you to resolve your issue or ensure a ticket is entered directly to the portal administrator for assistance.
- The bot can help with the following:
 - New user sign up
 - Error messages
 - Requesting an activation email



- Requesting organizational access
- Getting access to the Customer Support Portal guide



Can I see all my organization's tickets in the Customer Support Portal?

You can control which people in your organization have full access to the tickets submitted. For security purposes, the default setting in the portal does not allow full access. You can request full access to this feature through your Service Delivery contact or by submitting a ticket in the portal.

How to submit a request for ticket access:

- Go to the Portal Admin button in the bottom right corner of the portal home page > select Contact Admin > then the form Contact the Customer Support Portal Admin and the Portal Admin Request/Issue = ORG Access add/remove.

How can I change my password?

You can now change your password right from the profile within the portal.

This does not remove or replace the “forgot your password” from the main login page. The purpose of this function is for you to be able to change your password if you have received a temporary password or need to reset it for any other reason.



My profile

Edit Profile **Change Password**

Current password *

New password *

Re-enter new password *

Cancel **Save**

Can I see who is copied on the ticket?

New portal enhancements include the ability to see all contacts that are copied in the ticket in the ticket view. You can also manage who receives follow-up communications that are sent manually.

Add Emails

Add or Remove email address(s) that needs to be copied when a notification for this ticket is sent

Add email

Add multiple CC emails separated by ','

Close **Add**

D Default User reported 5 days ago In Process **Reply** **Add people** **Close issue**

Issue with funding.

Sorted by **Newest first** ▾

A Angela Jiacoma said 2 minutes ago
Cc: rachel@freshdesk.com
Hi Default,
testing the sending out again
Angela Jiacoma

D Default User said 6 minutes ago
test CC again

D Default User said 6 minutes ago
test CC

D Click here to add comment



Will the link in WealthCare Administrator (WCA) need to be updated?

No, there is no need to update the link because the URL is not changing.

Will the URL or my existing login change with Portal 2.0?

No, the URL will remain the same. Your username and password will also be unchanged. You will continue to log in as you had before just with a visually different look.

Is the Customer Support Portal a secure system?

Yes, the system is secure. You can safely send PHI information in tickets or attachments.

SUPPORT TICKETS

How do I submit a ticket through the Customer Support Portal?

You will now have the option to choose the ticket submission form specific to your type of request (i.e., submit a card dispute, report fraudulent activity). These forms are designed for efficiency and collect only necessary information rather than using a global form that contains fields irrelevant to the request.

In Portal 2.0, the system will still open a ticket and automatically route the ticket to the appropriate team for action and response per the previous process.

Submit a ticket

Submit a Ticket

Select from the available ticket forms

- Submit a Support Issue
- Submit a Support Request
- Card Disputes
- Submit a HSA Banking Request/Issue

Will ticket email notifications be sent for those I have submitted?

Yes, you will get update notifications as the ticket is moving through the process. Below are the types of emails you should expect to see.



- Ticket created
- Ticket replies/comments
- Ticket resolved
- Ticket closed

Will I still be able to see tickets that were entered before the Portal 2.0 upgrade on Oct. 9?

Yes, you will still be able to see all your previously submitted tickets including statuses of open, in process and closed. The upgrade will not impact the status of any existing tickets.