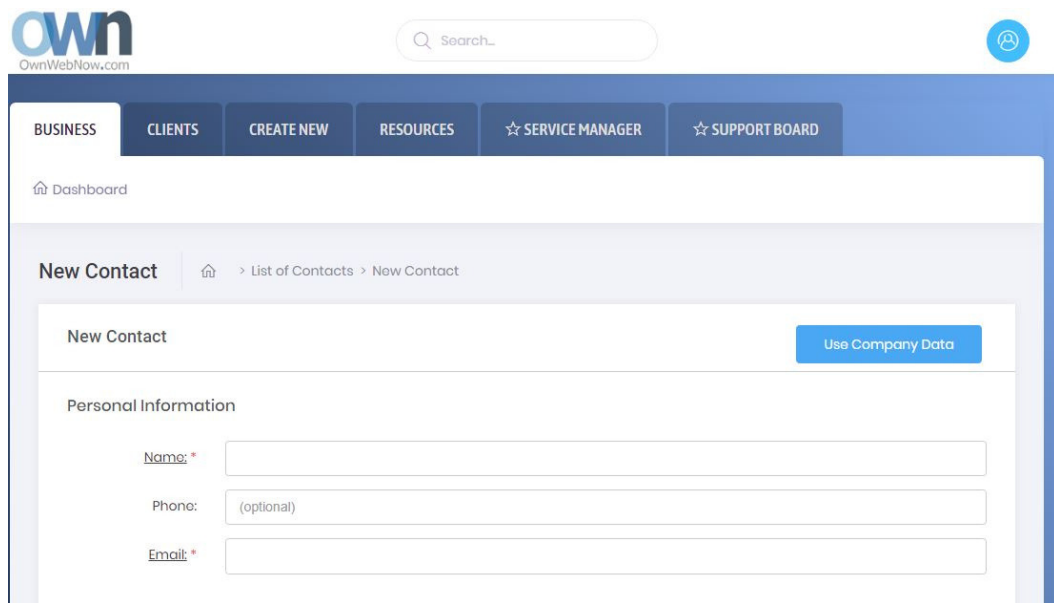


Adding Authorized Users with ExchangeDefender

In order to obtain technical support, make account modifications, download software, and process orders every authorized user in your organization must be added to our support portal at <https://support.ownwebnow.com>.

Login and Click on [Clients](#) > [Contacts](#) > [New Contact](#) and fill out the form.



On the bottom of the New Contact Form you can designate the user as a Client or Client Admin. Client role has the ability to create and update their own tickets as well as request support over the phone. Client Admin role has all the abilities that the Client role does and can create additional contacts, place orders, modify services, view invoices, accept agreements and manage virtually all other areas of the portal.

New contacts are added immediately and will receive a welcome email with their password, PIN and other information they will need to work with ExchangeDefender.

If your users ever forget their PIN or Password they can reset them at <https://support.ownwebnow.com>