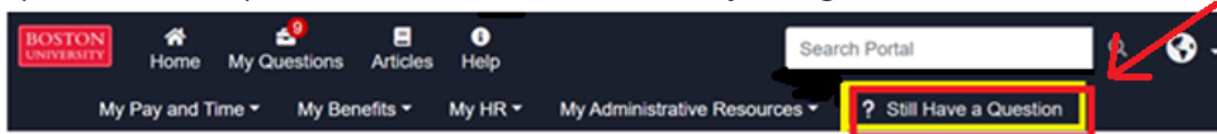


Instructions to create your portal cases (inquiries/requests):

Please use this link: <https://bu.portal.dovetailnow.com/> as your primary point of contact with us moving forward. This change allows our teams to spend less time on triage and more time focused on resolving your cases.

All questions and requests should now be created directly through the **? Still Have a Question** tab:



Once selected, complete the 3–4 fields, attach any applicable screenshots or documents, and click **Submit** to create your case:

Upon submission, you can then track all your cases conveniently in one place:

