

# Thank you for requesting a Customer Portal Account

000019289 | Troubleshooting | Last updated 2026-09-10 | General Support

## **Thank you for submitting your Customer Portal Account Request form.**

You will receive an email confirmation of our receipt of your Customer Portal Account Request form submission within 1 business day. Notifications are sent through the following e-mail address : [ts.case.reply@tungstenautomation.com](mailto:ts.case.reply@tungstenautomation.com) . If you fail to receive an email within 1 business day, please ask your internal IT department or service provider to assist.

We will process your Customer Portal Account Request and send you an email with your Customer Portal credentials upon verification of your company data.

### **Please Note:**

If you are trying to obtain a login for, or reset your password to, the Tungsten Automation Electronic Delivery site in order to download your software, please browse to <https://delivery.tungstenautomation.com/> and select either the "Create a new account" or the "Forgot your password?" link. Refer to the Download Software from the Electronic Delivery site article for more details.

Sincerely,

Tungsten Automation Technical Support  
<https://knowledge.tungstenautomation.com>

## **Tungsten Automation Support Portal Case Data and Attachment Policy**

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/19289>