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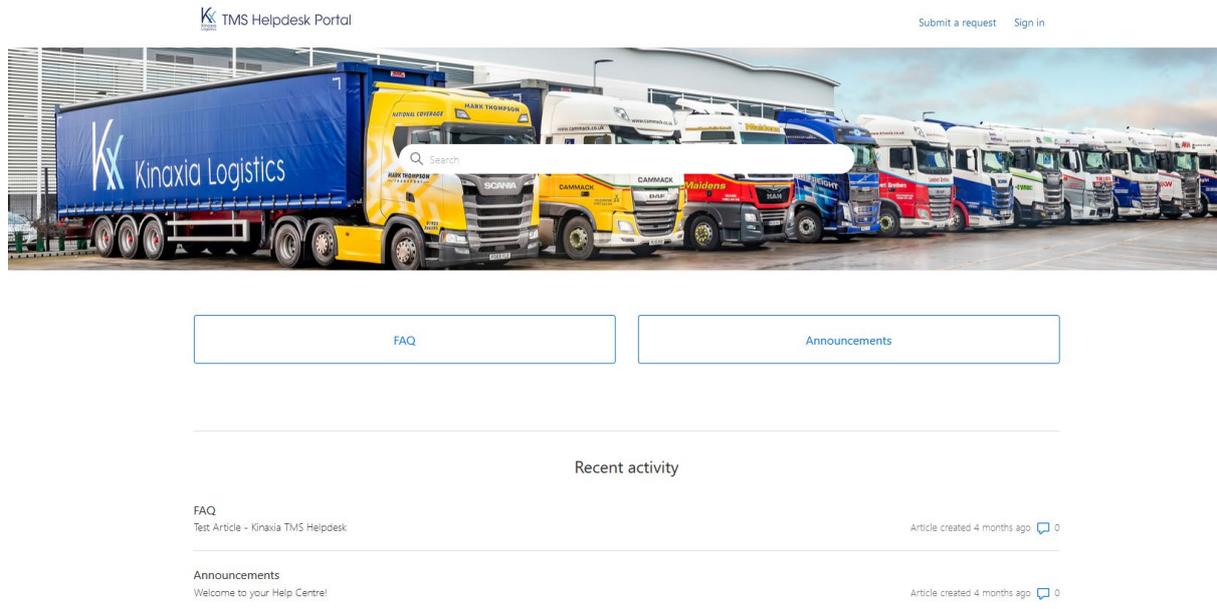
### Finding the TMS Portal

The Kinaxia TMS Portal can be accessed from any device which has access to the internet.

To access this open a web browser such as Google Chrome, Edge, Safari, or Internet Explorer to name a few.

In the address bar type <https://kinaxia-tms.zendesk.com>

Or click the link above.



This will take you to the Help Centre, where from here you can search for Help full articles to help you rectify your enquiry yourself.

If you still need to contact the TMS team, please click on Submit a request in the top left corner. Or log in if you have previously submitted a ticket on any of the Kinaxia Help Desks.



[Kinaxia TMS](#) > [Submit a request](#)

## Submit a request

Please choose your topic below

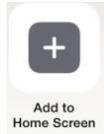
Kinaxia TMS

The link to the TMS Portal can be bookmarked on your browser, or for mobile users this link can be added to your home screen, so it is easy to find in the future.

To add this to your home screen on an iPhone:

Go to <https://kinaxia-tms.zendesk.com> on your phone

Once the page loads, click on the middle icon 



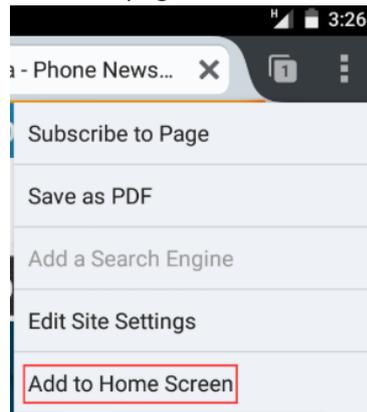
Click on *Add to Home Screen*

Change the Header to TMS Portal and click *done*

To add this to your home screen on an Android:

Go to <https://kinaxia-tms.zendesk.com> on your phone

Once the page loads, click on the menu button and click add to home screen



Name the shortcut TMS Portal and click *add* (Figure 2)

### Submitting a request

Once on the Request page, select your inquiry from the drop down.

[Kinaxia TMS](#) > [Submit a request](#)

### Submit a request

Please choose your topic below

The form will change depending on the selection you make.

Some fields are mandatory, and others are not, you will not be able to submit the request until all mandatory fields are filled.

Once you have entered the details of your request, click *Submit*.

### What happens to your request?

Once submitted, your request will be sent to the TMS Help Desk.

From here your request will be received and an agent will assign the request to be actioned.

Any changes that are made to your request you will receive email notification of the changes.

You can also revisit the Help Desk page to view your request and updates on them.

If you need to comment further, just reply to the email you received.

Once your request has been actioned and completed the ticket will be closed.