



Accessing o9 Documentation Portal

Quick Reference

June 2025



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Overview

This guide outlines the steps for o9 partners and customers to access the [Documentation Portal](#). It covers the process for both new and existing users.

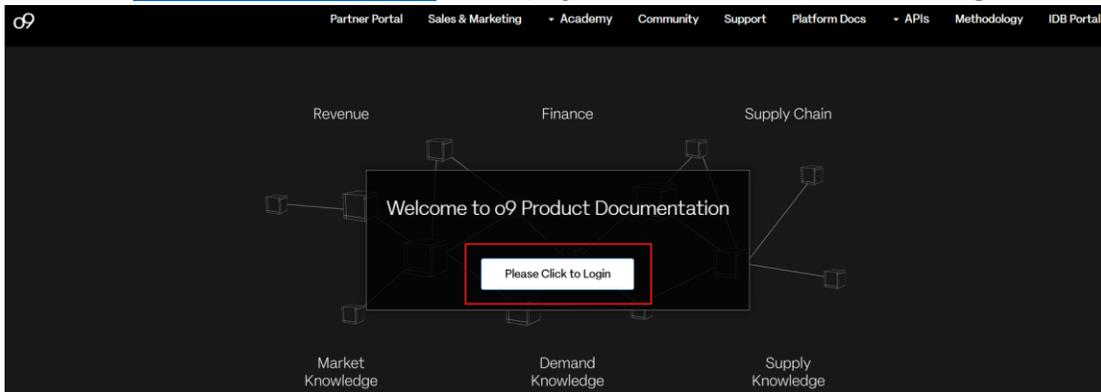
- **New Users:** Follow the steps under the [New User Sign-up](#).
- **Existing Users:** If your email is already registered with o9 (or you already have access to any of the portal such as [Partner Portal](#), [Platform Wiki](#), [o9 Community](#), and [o9 Support](#)), see [Existing User Sign-in](#).

Audience

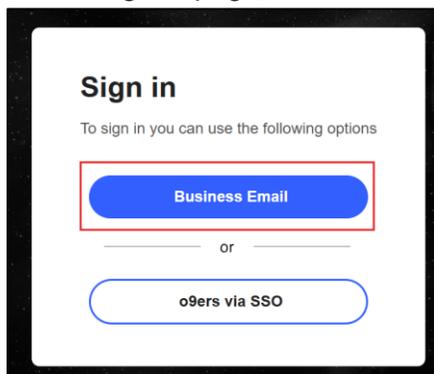
This document is intended primarily for o9 partners and customers.

New User Sign-up

1. Go to the [Documentation Portal](#) home page and click **Please Click to Login**.



2. On the sign-in page, select **Business Email**.





3. Click **Sign up now**.

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Don't have an account? [Sign up now](#)

4. Enter your valid business **Email Address** and click **Send verification code**.

< Cancel

Email Address

Send verification code

5. Enter the verification code sent to your email and click **Verify code**.

< Cancel

Verification code has been sent to your inbox. Please copy it to the input box below.

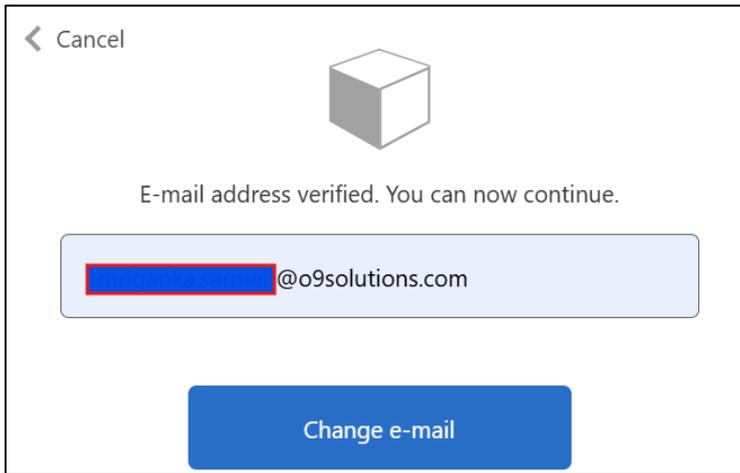
[Redacted]@o9solutions.com

Verification Code

Verify code Send new code



6. If the verification is successful, a message *Email address verified. You can now continue* appears.



NOTE: If you do not receive the code, click **Send new code**.

7. Complete the following fields:
- a. **New Password:** Create your password.
 - b. **Confirm New Password:** Re-enter your password.
 - c. **Country/Region:** Select your location.
 - d. **Display Name:** Enter your preferred display name.

Click **Create**. You will be directed to the user verification page.

A screenshot of a mobile application interface showing a registration form. It consists of four rounded rectangular input fields stacked vertically. The first field is labeled 'New Password'. The second field is labeled 'Confirm New Password'. The third field is labeled 'Country/Region' and has a dropdown menu showing 'United States' with a downward arrow. The fourth field is labeled 'Display Name'. At the bottom center of the form is a blue button with the text 'Create'.

8. Click **Send verification code** to receive another code via email.

< Cancel



Verification is necessary. Please click Send button.

Email Address

Send verification code

Continue

9. Enter the code and click **Verify code**. Upon successful verification, a confirmation message appears.

< Cancel



Verification code has been sent to your inbox. Please copy it to the input box below.

Email Address

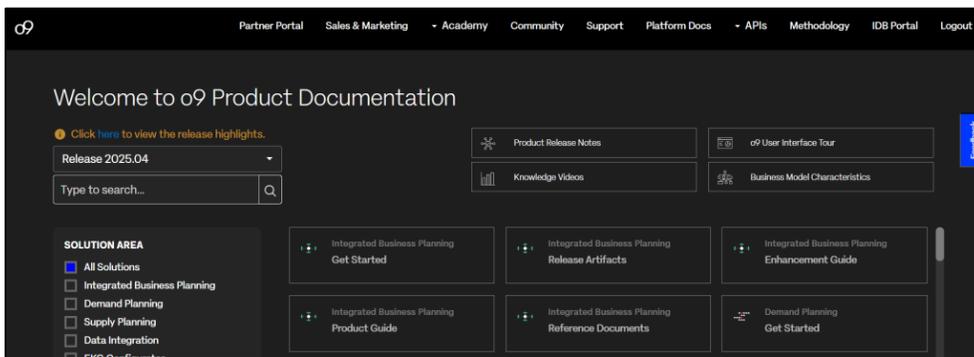
Verification code

Verify code Send new code

Continue

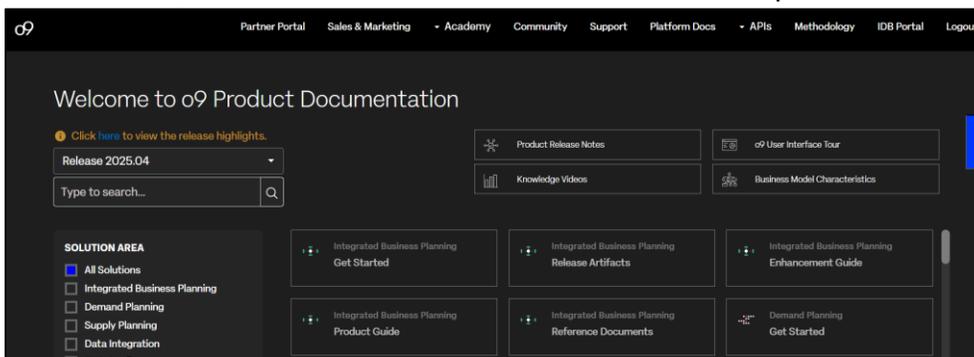


10. Once verified, click **Continue** to access the Documentation portal.



Existing User Sign-in

1. Go to the Documentation Portal home page.
2. Click **Please Click to Login**.
3. On the sign-in page, select **Business Email**.
4. Enter your registered **Email Address** and **Password**.
5. Click **Sign in** and then click **Send verification code**. A code will be sent to your email.
6. Enter the verification code and click **Verify code**.
7. Once verified, click **Continue** to access the Documentation portal.





How to raise a support ticket?

In case you encounter issues in accessing the Documentation Portal, you can raise a support ticket by following the steps below.

1. Go to the [o9 Support Center](#) page, and click on the **Submit a request** option.



2. The **Submit a request** page opens. Select the **PartnerOps Ticket Form** option from the drop-down list in the request type field and complete the following fields:
 - a. **CC**: Add the email addresses who need to be informed about the support ticket.
 - b. **Organization**: Select your organization.
 - c. **Support Type**: Select the support type as **Documentation Portal**.
 - d. **Subject**: The subject of the support ticket.
 - e. **Description**: A brief description of the issue faced.
 - f. **Attachments**: Any additional attachments/files to support the ticket.

NOTE: The fields with * are mandatory fields.

3. Click **Submit** to successfully submit the support ticket.



Contact Us

You can use the following resources to contact us.

For Support

Log into our support site at <https://support.o9solutions.com/hc/en-us/> or email us at partnerops@o9solutions.com

For Training

Log into o9 Academy for additional learning: <https://o9ers-o9academy.talentlms.com/>.

To Send Your Comments

If you have any questions or comments about this documentation, email us at documentation@o9solutions.com or visit us at our website: <https://o9solutions.com/contact/>

To Join Our Community

Click the following links:

- LinkedIn: <https://www.linkedin.com/company/o9solutions>
- Twitter: <https://twitter.com/o9solutions>
- Instagram: <https://www.instagram.com/o9solutions>



1501 Lyndon B. Johnson
Freeway, Suite 140
Dallas, Texas 75234
(214) 838-3125
<https://o9solutions.com>