

## Notice

This announcement is to make Hardware Break/Fix iSupport users aware that starting March 1, 2026, manual entry of address information in the iSupport ticket creation process will be disabled. Users will be required to select addresses from existing CMR records. A summary of the instructions can be found [\(here\)](#) and the full iSupport Hardware user guide can be found [\(here\)](#).

- **Address selection process:** Users must use the Select Address button to search and choose addresses from the CMR database, applying filters like store number to narrow results. If the desired address is not found, users can create a new address record.
- **Creating new addresses:** When creating a new address, users complete a form with specific fields such as street address, banner name, store number, city, state, postal code, and country, then submit it for processing by the CMR team, which takes about two business days.
- **Purpose of changes:** These updates aim to standardize address data entry and reduce processing issues within the iSupport system.

### Incident Address

User must use the Select Address button to update the Incident Address.

The screenshot shows a form titled 'Incident Address' with a grey header bar. Below the header, a text instruction states: 'User must use the Select Address button to update the Incident Address.' The form contains two columns of input fields. The left column includes 'Address', 'State', 'Province', 'Country', and 'Store/Brand/Banner'. The right column includes 'City', 'County', 'Postal Code', 'Address 2', and 'Store Number'. A green arrow points to a 'Select Address' button located between the two columns of input fields.

## Selecting the Incident Address

These are the instructions your users will need to follow when these changes go into effect.

1. Click the Select Address button.

2. Use any of the search filters to limit the result list. In this example we will use the store number. (Surrounding your search term with % enables finding results when they are not an exact match.)
3. Click the [Search for Address] button and the result list will be limited based on the filter inputs.

The results of the query will be returned.

- A. Select your desired location if found.
  4. After selecting the location click the [Select] button.
- B. If the location is not found, adjust your search criteria. If the address still does not appear, use the [Create New Address] button and follow the Create a New Address Record.

## Create New Address

After you complete the form and click the Submit button an email will be sent to yourself and to our CMR team. This process will take about two business days to complete.

1. The first step is to ensure that you are requesting the new address to be created for the correct customer and customer number.
2. Enter the location address using the guidelines below:
  - **Address Line 1:** This field should have the street address and any suite or unit information. (e.g., 1234 Main Street, Suite 23)
  - **Address Line 2:** Should typically be left blank. Please reach out to your TGCS contact if you believe this field should be used.

- **Address Line 3:** Please enter the Banner Name of the location in this field. (This will be the name on the store that will assist our technician locating the business.)
  - **Address Line 4:** Please provide the store number for the location in this field.
  - **City:** City
  - **State/Province:** The two character state or Province abbreviation. (e.g., NC – North Carolina)
  - **Postal Code:** Postal Code
  - **Country:** It is critical you select the correct country to avoid delays in the site creation process.
- 3.** Click the [Submit] button.