

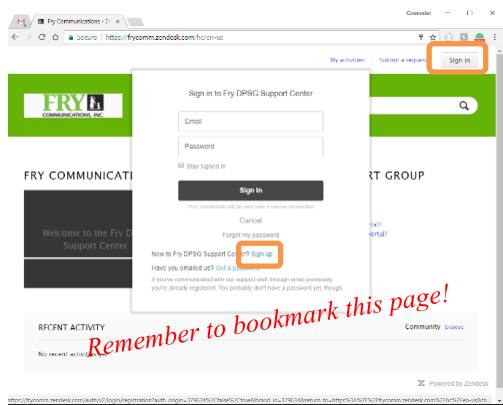
Fry Digital Production and Support Group (DPSG) Portal

DPSG uses Zendesk to manage incoming requests for all digital projects and support. Follow the steps below to create your DPSG portal account and submit tickets.

Create an Account

While it's possible to submit tickets without creating an account, we strongly recommend each user take the time to register in the portal. This will allow you to return to the portal to see the status or a history of your requests in one location.

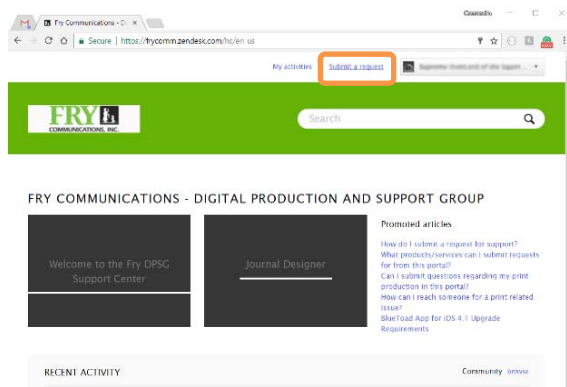
The DPSG Support Portal URL is - <https://frycomm.zendesk.com>



To start creating your account, click on the Sign In button in the upper right.

Click the link to Sign up that appears in the lower section of the Sign in dialog.

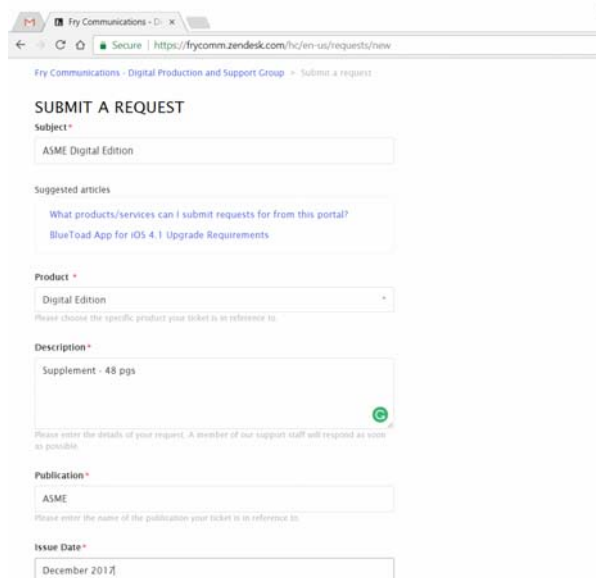
Complete the fields in the registration dialog and follow the directions to verify your account.



To submit a work or support request - Click the [Submit a request](#) link in the upper right next to your user name.

Complete the resulting dialog.

There are also several links to basic support information available to help answer questions about DPSG and some of our technologies.



For digital edition work orders - Please include the name of the publication, the number of pages, the issue date, and provide any special instructions.

Rich media files and data files can be attached to the request using the [Attach file](#) link above the submit button.

Please do not attach PDF pages to your work tickets.

Digital only PDF files should be uploaded to the Editions job within your Insite account. If you need help with this, or do not have an Insite account, please email dpsgsupport@frycomm.zendesk.com and a member of the team will assist you.