

External announcement

mySamskip Customer Portal Support

11 February 2022

Dear customer,

We are happy to share with you that partly due to your dedication to use the mySamskip customer portal regularly, the usage of the portal has increased significantly. To make sure you receive the right support and your questions related to the customer portal are answered quickly, please consider following one of the options below before flagging your matter to your dedicated customer service representative or account manager.



Use the built-in LiveChat functionality on mySamskip

Did you know we have a LiveChat functionality on mySamskip where our dedicated Customer Portal Support team is ready and online between office hours to answer whatever question or concern you might have? If the support team is offline then you are still able to leave a message which will be picked up the next working day.



Consult the Frequently Asked Questions page

On our FAQ webpage, you can easily navigate through the portal online manual. Here we are giving detailed step-by-step instructions to almost anything you may look for. Please use this link > <https://mysamskip.kb.help>



Email the Customer Portal Support team

If the options above do not work for you then please contact the Customer Support Team by sending an email to customerportalsupport@samskip.com.

Thank you

Samskip