



VITAL COAT®
SHINGLE SHIELD MAX™
Troubleshooting Resources Guide

Primary Support Method

Email detailed support questions to info@vitalcoat.com. Include account, order, product, screenshots, photos, and a clear description when available.

What Kind of Problem Are You Having?

Problem Type	First Place to Check	When to Contact Support
Member Portal access	Member Portal Guide	Login, course access, or resource links are still missing.
Resource Library	Resource Library page	A file, page, or download link is missing or broken.
Order portal access	Order Portal Course	Pricing, categories, or order forms are missing.
Cart or product issue	Order Portal Course	Product, quantity, subtotal, or shipping details appear wrong.
Payment issue	Payment Options Guide	Payment fails or the needed option is not visible.
Quote / PO request	Quote / PO Request Instructions	The quote option is missing or confirmation is unclear.
Application question	Application Guidelines	Surface, weather, storage, equipment, or application conditions are unclear.

1. Start With the Right Resource

When an issue comes up, start by checking the resource that matches the type of problem. This helps avoid delays and gives Vital Coat® support better information if follow-up is needed.

- Check the Resource Library first for current documents and guides.
- Check Announcements for recent updates or changes.
- Review the appropriate course if the issue relates to training or ordering.
- Use the Member Portal for general program questions when appropriate.
- Email detailed support questions to info@vitalcoat.com.

2. Member Portal Access Issues

Member Portal access issues usually relate to login credentials, account approval, course visibility, or missing navigation links.

- Confirm the correct login email.
- Try password reset.
- Confirm browser/device is updated.
- Check if access is still pending.
- Contact support if access remains unavailable.

3. Resource Library Issues

Resource Library issues may include broken links, failed downloads, missing pages, or confusion caused by older saved files.

- Refresh the Resource Library page.
- Try opening the link in a new tab.
- Confirm internet/browser access.
- Use the Resource Library instead of old saved files.
- Report missing or broken links to info@vitalcoat.com.

4. Order Portal Access Issues

Order portal access issues are different from Member Portal access issues. The Member Portal is used for resources and training; the Vital Coat® Member Order Portal is used for product ordering.

- Confirm you are using the correct Vital Coat® account email.
- Confirm you are in the order portal, not only the Member Portal.
- Complete required course steps if applicable.
- Check whether account approval is pending.
- Contact Vital Coat® support with account details.

5. Product Selection or Cart Issues

Product and cart issues should be corrected before checkout, payment, or quote/PO request submission.

- Confirm the correct product category or order form.
- Remove incorrect items and rebuild the cart.
- Use Update Cart when needed.
- Refresh the page or try another browser.
- Contact support before submitting duplicate orders.

6. Payment Issues

Payment issues may relate to billing information, account approval, payment method availability, or processing delays.

- Review the Payment Options Guide.
- Confirm billing information.
- Confirm account approval for invoice payment.
- Do not submit duplicate payment attempts if uncertain.
- Contact support with order/account details.

7. Quote / PO Request Issues

A quote/PO request is a review workflow, not the same as submitting a paid order.

- Review the Quote / PO Request Instructions.
- Confirm the cart is complete and accurate.
- Confirm the correct account is being used.
- Submit the request only once unless instructed.
- Contact support if confirmation or follow-up is missing.

8. Application Questions or Field Issues

Application questions should be handled carefully. Installers should stop and verify before guessing when product, surface, weather, or jobsite conditions are unclear.

- Review the SDS, Product Data Sheet, and Application Guidelines.
- Document product, project, weather, and surface details.
- Take photos if available and appropriate.
- Submit detailed information to info@vitalcoat.com.

9. What to Include When Contacting Support

Detailed support requests are easier to review and resolve. Include the key information in the first message whenever possible.

- Your name, company name, contact phone number, and account email.
- Portal or page where the issue happened.
- Product involved, if applicable.
- Order number, quote request, or PO number if available.
- Screenshots or photos if available.
- Clear description of the issue and what you already tried.

10. Support Request Best Practices

Use info@vitalcoat.com as the primary support email and provide enough detail for support to review the issue without unnecessary back-and-forth.

- Be specific.
- Include all relevant details in the first message.
- Do not send only "it is not working."
- Do not post private customer, billing, PO, or account details in the Member Portal.
- Wait for support response before submitting duplicates unless instructed.

11. Key Takeaways

- Check the Resource Library first.
- Use the correct guide for the issue type.
- Member Portal and Order Portal are different.
- Do not submit duplicate payments, orders, or quote requests when unsure.
- Gather details before contacting support.
- Email detailed support requests to info@vitalcoat.com.