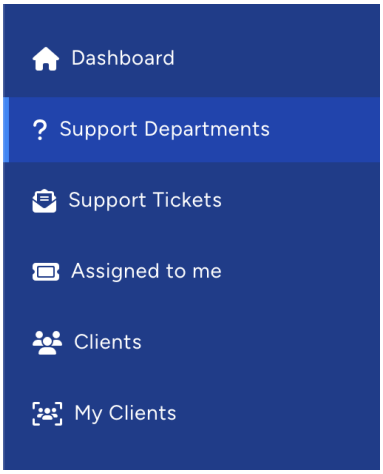
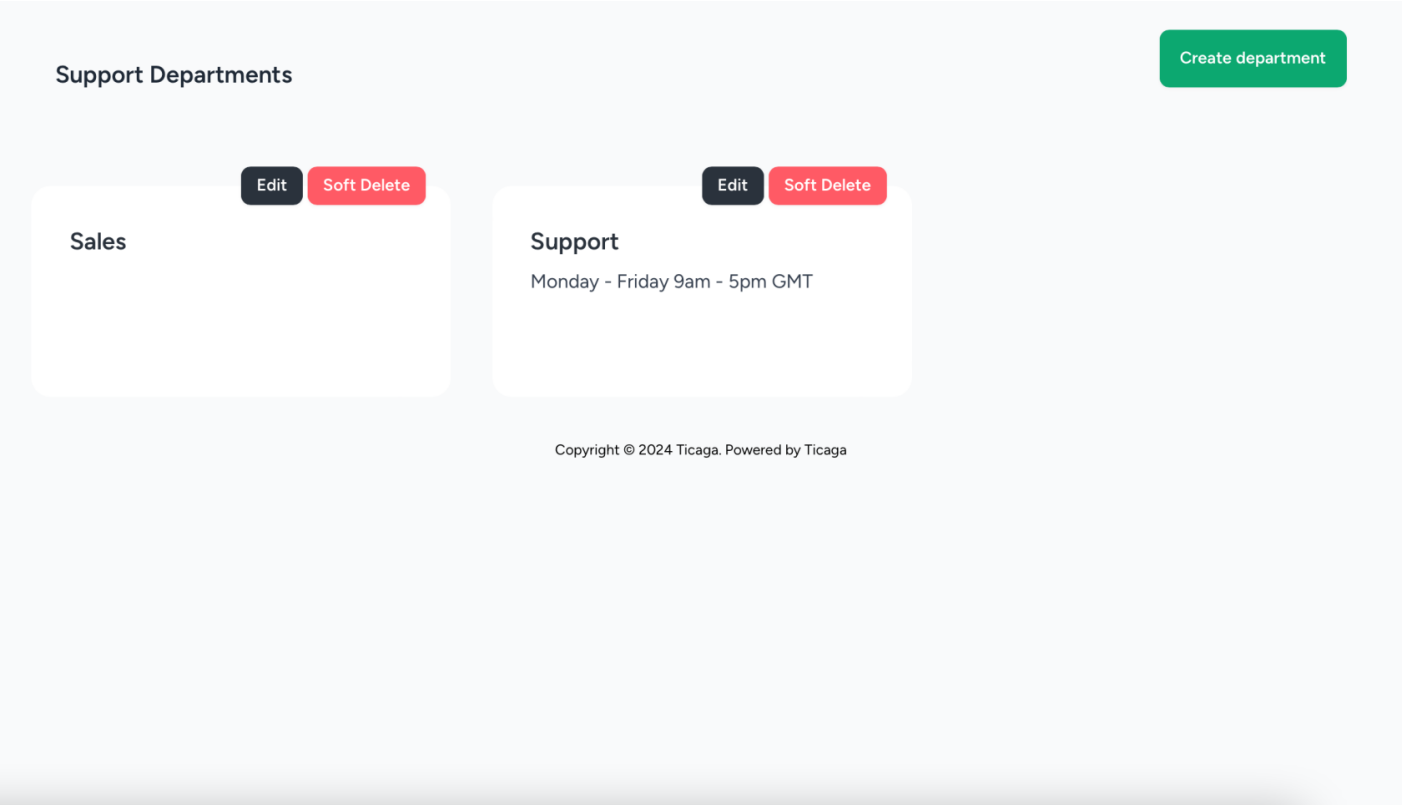
Opening a ticket

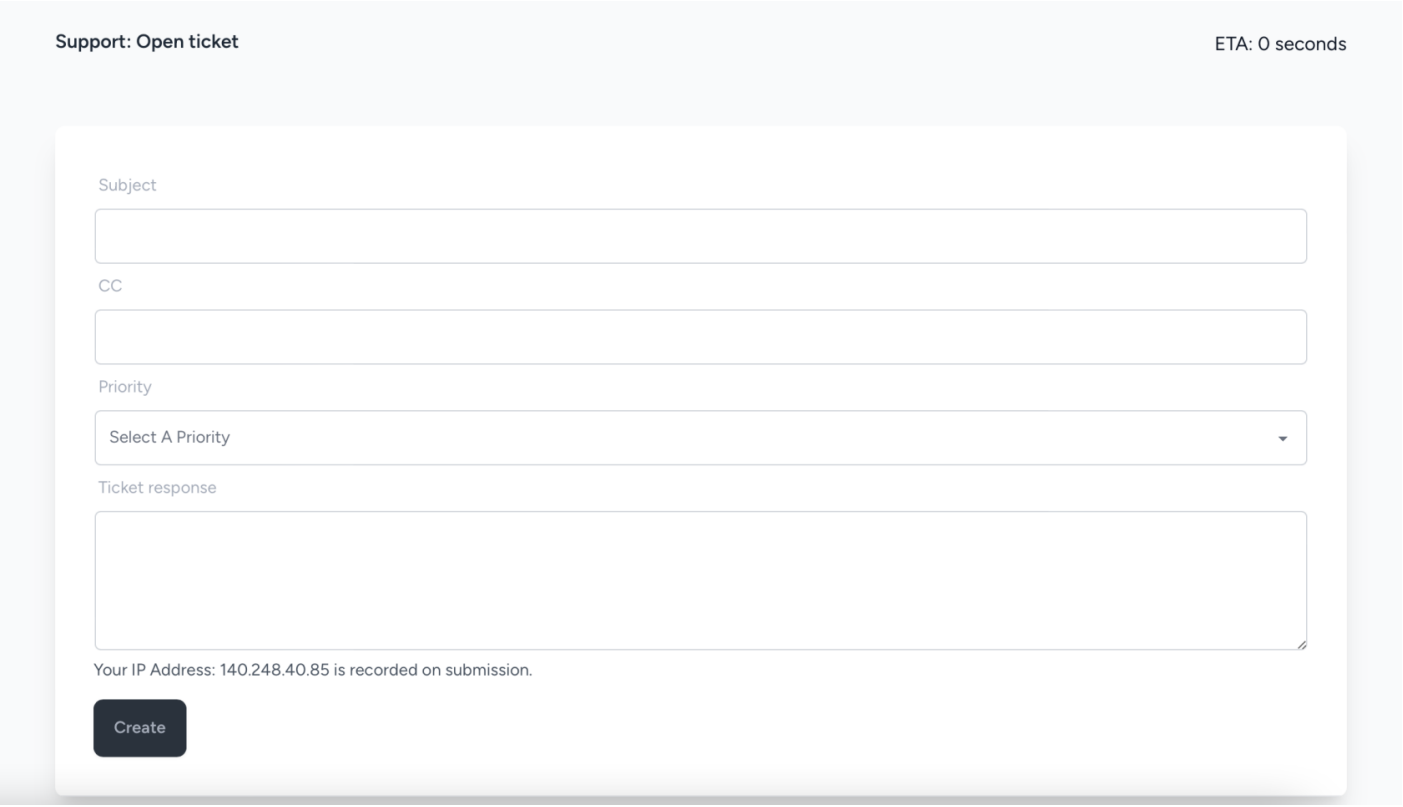


Firstly you want to select **Support Departments** on the left hand navigation.

Then you can click a support department you wish to open a ticket in:



You will now see a form to fill in to create a ticket:



Support: Is the name of the support department.

ETA: Is the estimate time of a response.

Subject: Your brief reason for the ticket.

CC: Any emails you wish to send a carbon **COPY** of the ticket too, remember they'll get access to the public side of the ticket to reply as-well as yourself.

Priority: Select the priority of the ticket, you can set this to Low, Medium, High, Emergency or any other pre-set priorities allowed.

Ticket Response: This is the ticket content itself, please provide as much detail in this ticket to help the agents assist you to the fullest.

IP Address: Your IP Address is recorded with the ticket to prevent abuse.

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