

Help Us, Help You - How to Write a Great Support Ticket



Be a ticket Superstar, and we can resolve your problem faster!

We want to help, but we need a little information to do that. We often hear, "Having a problem, please help," without any other context. We now know there is a problem but don't know where to begin.

Three Basic Ticket Items

1

A subject that gives a succinct summary of the issue, such as "My keyboard is not working." This helps us prioritize issues, assign them to the right person, and give context when scrolling through a list.

2

Please provide a brief but detailed description of the issue and the circumstances in which it occurred. For example, using the item above, you might say, "I am typing this from my phone because none of the keys on my laptop are working. I returned from lunch, woke it up, but was unable to type my password."

3

What steps did you take to troubleshoot on your own, if any? Using the keyboard example again, it's helpful to know if you tried an external USB keyboard or noticed a spill that happened in your absence. These details help us focus our troubleshooting and avoid redundancy, getting you a quicker resolution.

4

Extra Credit - Attach a screenshot of your problem if you can.

How to use the Snipping Tool to capture screenshots:

<https://support.microsoft.com/en-us/windows/use-snipping-tool-to-capture-screenshots-00246869-1843-655f-f220-97299b865f6b>



You should never worry about providing too many details about the problem. We'll sort through it all and determine the next steps. **(Just please don't provide passwords in the ticket!)**



If you have any questions or issues, please email Next Level Support at support@nextleveltech.com or call our support number: 614-859-9613.