22 - Open a Support Request (5 min)

In this walkthrough, we will view available support plan options and then practice creating and monitoring a new support request.

Task 1: View available support plan options and a technical support request

1. Sign in to the **Azure portal**.

2. From the **All services** blade, search for and select **Help + support**, then select **Support plans**.

3. Take a few minutes to review the different support plans. Notice what is included in the **Basic** plan.

4. Click **+ New support request**. The ticket is created based on the values you specify.

Setting	Value
Issue Type	**Technical**
Subscription	**Choose your subscription**
Service	**All services**, **Virtual Machine running Linux**
Summary	**Disk access is very slow for large files**
Problem type	**VM performance**
Problem subtype	**Disk throughput is lower than expected**

5. Click **Next: Solutions »** and read through the recommended solutions.

6. Click **Next: Details »**. When submitting an actual support request, you would provide as much information as possible to allow for a speedy resolution of the issue. Your contact choices on this page depend on your support plan.

   Note: We will stop at this point. Do you understand how to submit a technical request?

Task 2: Create a billing support request

1. Return to the **New support request** section and the **Basics** tab.

Setting	Value
Issue Type	**Billing**
Subscription	**Choose your subscription**
Summary	**Monthly charge is not correct**
Problem type	**Pricing**
Problem subtype	**Help me discover the service prices**

2. Click **Next: Solutions** and read through the recommended solutions.

3. Click **Next: Details**. When submitting a real support request you would provide as much information as possible to allow for a speedy resolution of the issue.

   Note: We will STOP at this point. Do you understand how to submit a support request?

4. Click **All support requests**. This is where your support requests are shown. An email is also sent to your email address containing details of the support request.

Congratulations! You have viewed the available support plan options and practiced creating and monitoring a new support request.

Note: Click for more information about **creating an Azure support ticket**.