

Tickets

How do I raise a ticket?

- log in
- go to the ticket dashboard
- select the Raise Tickets tab
- select your problem type and level of urgency.
- Enter a description into the text box to provide more detail
- click the raise ticket button.

How do I reopen a ticket?

- log in
- go to the ticket dashboard
- select the Re-open Tickets tab
- select the reason for re-opening the ticket
- Enter the ID of the ticket you want to re-open, and then enter additional information into the text box
- click the re-open button.

How do I view my active tickets?

- log in
- go to the ticket dashboard
- select the My Tickets tab
- From here you will be able to view any active tickets tied to your account.

How do I share a ticket?