

22 - Open a Support Request

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 (5 min)

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](#).