Creating a support ticket

In this article

You can use the GitHub Support portal to create a support ticket and speak to GitHub Support.

About support tickets

To open, view, and comment on support tickets associated with an enterprise account, you must have support entitlements for the enterprise. Enterprise owners and billing managers automatically have a support entitlement, and enterprise owners can add support entitlements to enterprise members. For more information, see "Managing support entitlements for your enterprise."

> **Note:** Any organization member can create tickets associated with an individual organization that is owned by an enterprise account. Support entitlements are only required to create tickets associated with the enterprise account itself.

After you create your ticket, you can view your ticket and the responses from GitHub Support on the GitHub Support portal. For more information, see "Viewing and updating support tickets."

Prerequisites

If you use an enterprise account, there are some steps you should follow before you start using the GitHub Support portal. For more information, see "Getting started with the GitHub Support portal."

What to include in your support ticket

Providing GitHub Support with everything they need to understand, locate, and reproduce an issue will allow for a faster resolution and less back-and-forth between yourself and the support team. To ensure GitHub Support can assist you, consider the following points when you write your ticket:

- Obtain information that can help GitHub Support track, prioritize, reproduce, or investigate the issue.
- Include full URLs, repository names, and usernames wherever possible.
- Reproduce the issue if applicable and be prepared to share the steps.
- Be prepared to provide a full description of the issue and expected results.

- Copy exact wording of all error messages related to your issue.
- Determine if there is an existing ticket number in any ongoing communications with GitHub Support.
- Include relevant logs and attach any screenshots that demonstrate the issue.

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1. Navigate to the [GitHub Support portal](#).

2. In the bottom-left corner of the page, click **Contact us**.

3. Select the **Select personal account, enterprise account or organization** dropdown menu and click the name of the account your support ticket is regarding.

   > **Notes:**
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   > - For Premium, Premium Plus, or Engineering Direct support, you need to choose an enterprise account with a GitHub Premium Support plan. If you don't see an Enterprises section in the dropdown menu, you're not entitled to open support tickets on behalf of an enterprise account. For more information, see "[About GitHub Support](#)"
   > - To see a list of your enterprise accounts with a GitHub Premium Support plan, you must be signed into the GitHub Support portal. For more information, see "[Getting your enterprise started with the GitHub Support portal](#)."

4. Select the **From** dropdown menu and click the email address you'd like GitHub Support to contact.

5. Select the **Product** dropdown menu and click **GitHub Enterprise Cloud**.

6. Select the **Priority** dropdown menu and click the appropriate urgency. For more information, see "[About ticket priority](#)."

7. Optionally, if your account includes GitHub Premium Support and your ticket is high priority, you can request a callback in English. Select **Request a callback from GitHub Support**, select the country code dropdown menu to choose your country, and enter your phone number.

   > **Note:** You will only receive a callback if required for ticket resolution.

8. Under "Subject", type a descriptive title for the issue you're having.

9. Under "How can we help", provide any additional information that will help the Support team troubleshoot the problem. You can use markdown to format your message.

   Helpful information may include:

   - Steps to reproduce the issue
   - Any special circumstances surrounding the discovery of the issue (for example, the first occurrence or occurrence after a specific event, frequency of occurrence, business impact of the problem, and suggested urgency)
   - Exact wording of error messages

   You can attach files up to 50MB.

   > **Warning:** When you upload an image or video to a pull request or issue comment, or upload a file to a ticket in the GitHub Support portal, anyone can view the anonymized URL

without authentication, even if the pull request or issue is in a private repository. To keep sensitive media files private, serve them from a private network or server that requires authentication. For more information on anonymized URLs see "About anonymized URLs."

10 Click **Send request**.

Further reading 🔗

- "About GitHub Support"