



How to Open a Ticket

v 1.1

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1. Your Name: Enter the Name to Contact for this ticket.
 2. Your Email: Enter the email address(s) that will be used for communication about this ticket. For communication to go to multiple recipients, separate each email address by using a comma “,”.
 3. Your Phone: Enter the phone number(s) where you may be reached to discuss this ticket. For multiple phone numbers, separate each phone number by using a comma “,”.
 4. Type: If your system is down, choose “Service Interruption” from the drop-down list.
If your system is not down, choose “Change Request” from the drop-down list.
 5. Reference Ticket: Optional field. If the issue is related to another ticket, enter the ticket number (i.e. 95789).
 6. Subject: Enter a few key words to describe the reason for the ticket (i.e. Issues with Enrollment)
 7. Ticket Body: Enter the details of the issue. Please list specific examples of the issue including Customer ID, Order ID, or Item ID – depending on the reason for the ticket. More information allows faster action.
 8. ***Attach screenshots, word documents with screenshots, pictures from your phone, etc., to show where the issue is located.

STEP 5

Click “Create Ticket”.

If you experience issues opening a ticket, please contact our 24 hour Support Number at 214-367-9999.