

When Do I Open a Support Ticket? (And How Do I Do It?)

I know that there are many of our great clients who have questions about how, when, why to put in a support ticket.



Well, here's the 411.

**PLEASE NOTE: EMAILING A REP WILL NOT OPEN A SUPPORT TICKET.

If your project is live and you see an issue with the site (formatting, products, functionality, etc). Click on the green Ecomitize Support Link at the top or go to support.ecomitize.com

This will then take you to the login screen. Simply enter your email address and password. If you have forgotten your password, no worries. Just click the Forgot Password link and you will receive an email allowing you to reset your password.

ECOMITIZE	Log in to Support Panel
Username/Email:	
support@ecomitize.co	m
Password:	
Password	

LOGIN	
Forgot your password?	

Once logged in, you will see your support dashboard. You can search by current tickets, you can view closed tickets and most importantly you can open a ticket.

My tickets	Search	Project: S	Project: Sophias Design				
lo Statistics	Sophias Design	KEY	NAME	REPORTER	CREATED	PRIORITY	STATUS
×1	SophiasStyle 2.0	search	search	search	search	search	search
My Profile	Sophiasstyle	SDESIGN-179	Error Layout - SITE DOWN Screen		2017/10/24 19:58 8 months ago		
Log Out Jean Pierson	Test Project	SDESIGN-208	testing jean do not do	Jean Pierson	2018/05/07 19:36 5 days ago	Medium	ASSIGNED TO DEVELOPER
<i>J</i> -		1 - 2 of 2 10	v 1				

To open a ticket, click on the Open Ticket Button.

	Home OPEN TICKET]	
<u>این این این این این این این این این این </u>	Search	Open Ticket	
0 Statistics	Sophias Design	Project	
000 Performance	SophiasStyle 2.0	SOPHIAS DESIGN +	PLEASE READ THIS IMPORTANT NOTICE!
My Profile	Sophiasstyle	Issue type	By selecting Support as the issue type, you give Ecomitize permission to proceed as billable time without further approval. If you have would like an Estimate, are inquiring about Hosting / SSL, the ChannelAdvisor Bridge, or a Security Patch, please select the appropriate issue type.
Log Out Jean Pierson	Test Project	1	
		Support	
		Estimate	
		Hosting / SSL	
		ChannelAdvisor Bridge	
		Security Patch	
		Emergency	 Site Down? Use Emergency. Checkout broken? Use Emergency
		WooCommerce Bug	 If you feel it's a bug - product symch, price symch, etc - use Bug
		WooCommerce Support	 To ask questions, get quotes, discuss new functionality - use Support

Select the Issue type and click submit.

	EN TICKET
E My tickets	0% completeness of ticket information. Why?
Statistica Sophias Design SophiasStyle 2.0	Request to project: Sophias Design
D Performance	A simple but informative ticket title
My Profile Test Project	How to INCREASE ticket resolution time?
Cog Out Jean Pierson Be as descrip as posibble. possible - list opperating sy browser. Path problem	f stem
Attaches SKU helpful here a afftected Pag	is well as
If you have screenshots HUGE help	that is a Then hit save \longrightarrow SAVE RESET

You will get this screen to fill in all of the details.

Once you hit save, you will go back to your support dashboard and you will see the ticket you just created listed.

If at any time you want to check for an update on the ticket, you simply click on the ticket and you can see the status, comments and questions from the developers. You can also enter comments that go directly to the developer assigned.

≡	ECOMITIZE	Home	OPEN TICKET		
沍	My tickets	Search			
	Statistics	Sophias Desig	n	Issue type: EMERGENCY	
		SophiasStyle 2	2.0	Priority: Medium	
	Performance	Sophiasstyle		Status: Unassigned	
8	My Profile			Reporter: Jean Pierson	
٢	Log Out Jean Pierson	Test Project		Assignee: Unassigned	
				Time spent: 0 hours, 0 minutes	
					• • •
				01_02_SophiasStyle_h.	••••
				Drop files here to upload	
				⊖ Comments	
				No comments	
				Type your message here	
		<			

You will also get an email from our support portal each time there has been a change to the ticket (comments added, status changed, assigned to developer, etc).

Some simple notes:

If it is design related – please contact <u>Imola@ecomitize.com</u>



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Ecomitize, LLC holds the right to negotiate service agreements annually