

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

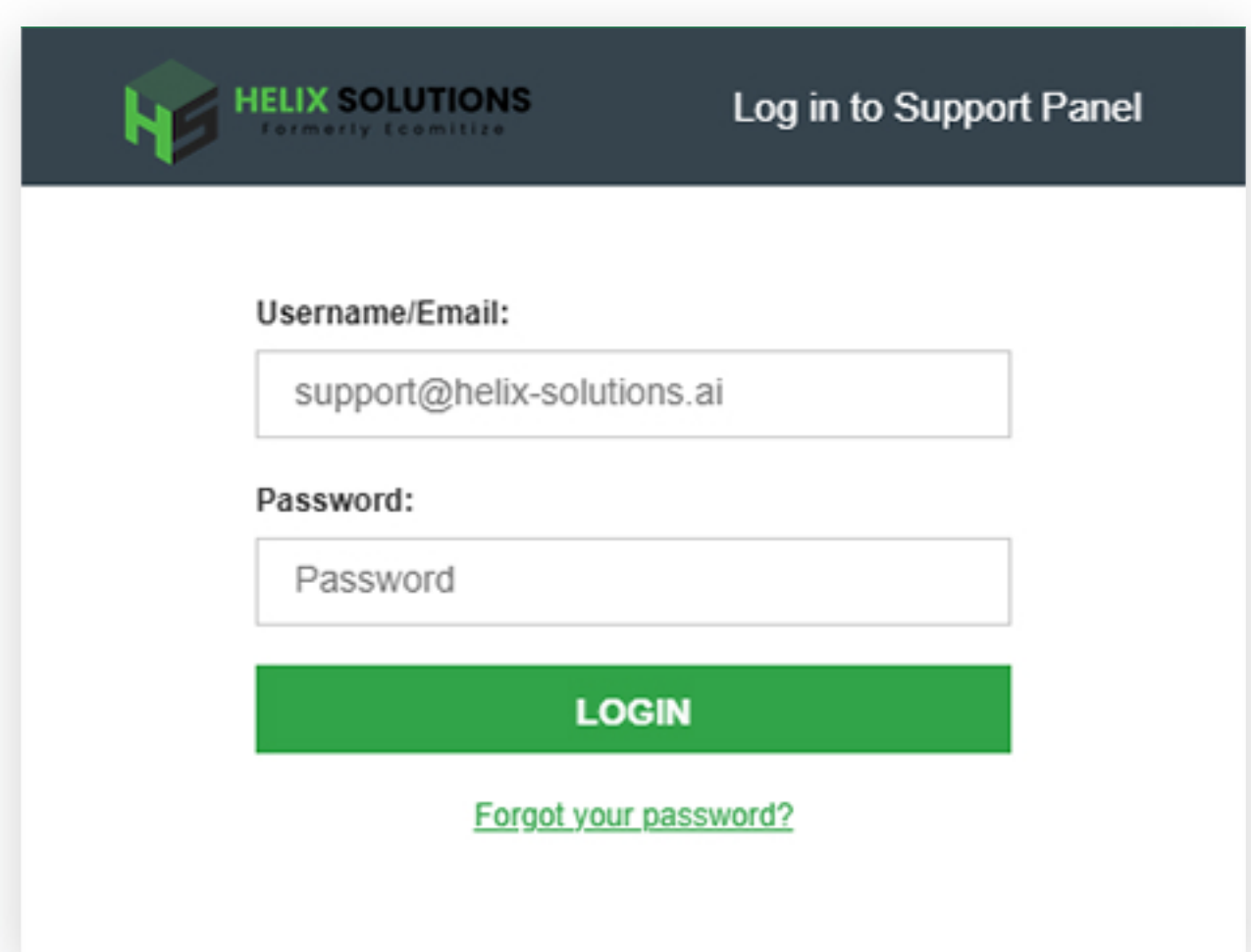
I know that there are many of our great clients who have questions about how, when, why to put in a support ticket.

Well, here's the 411.

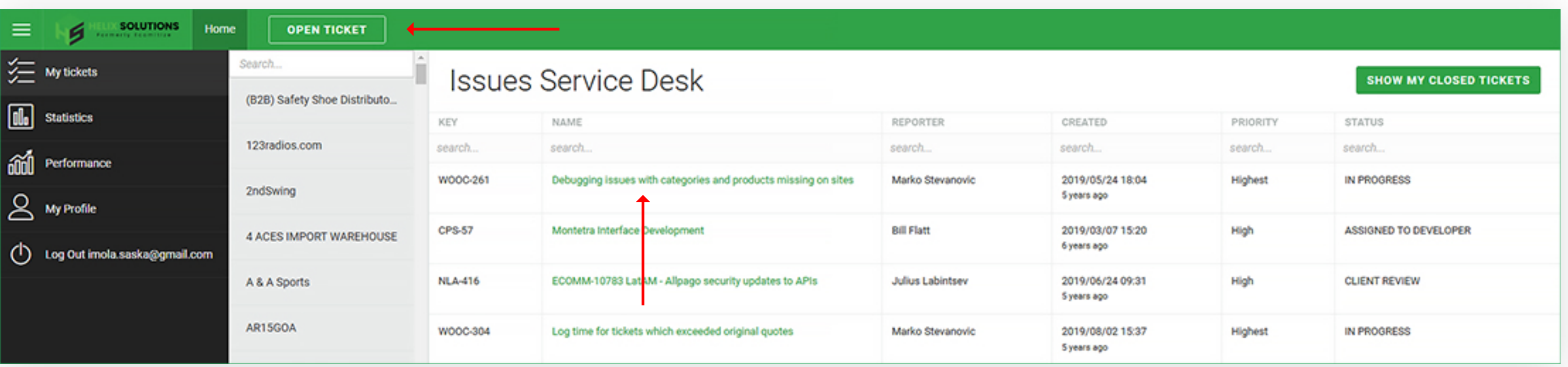
****PLEASE NOTE: EMAILING A REP WILL NOT OPEN A SUPPORT TICKET.**

If your project is live and you see an issue with the site (formatting, products, functionality, etc.) go to support.helix-solutions.ai

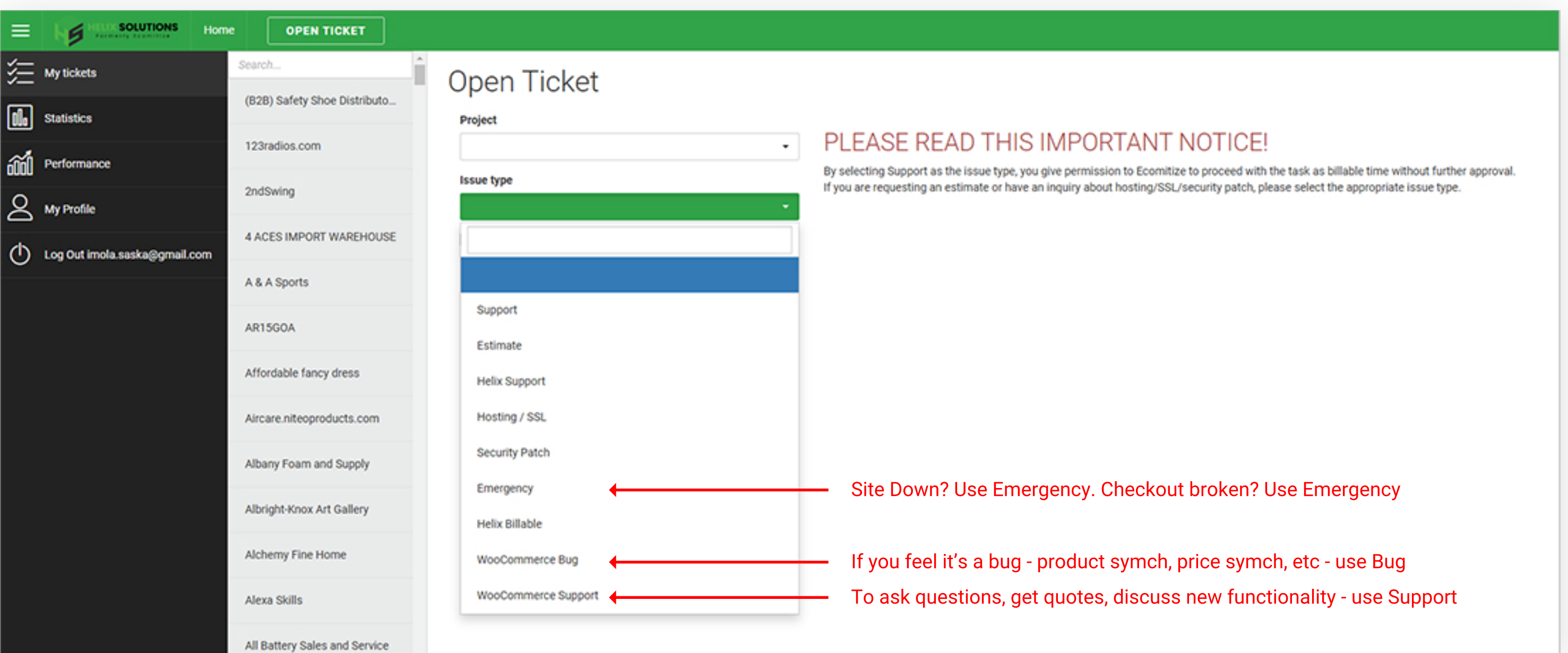
This will then take you to the login screen. Simply enter your email address and password. If you have forgotten your password, no worries. Just click the Forgot Password link and you will receive an email allowing you to reset your password.



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.

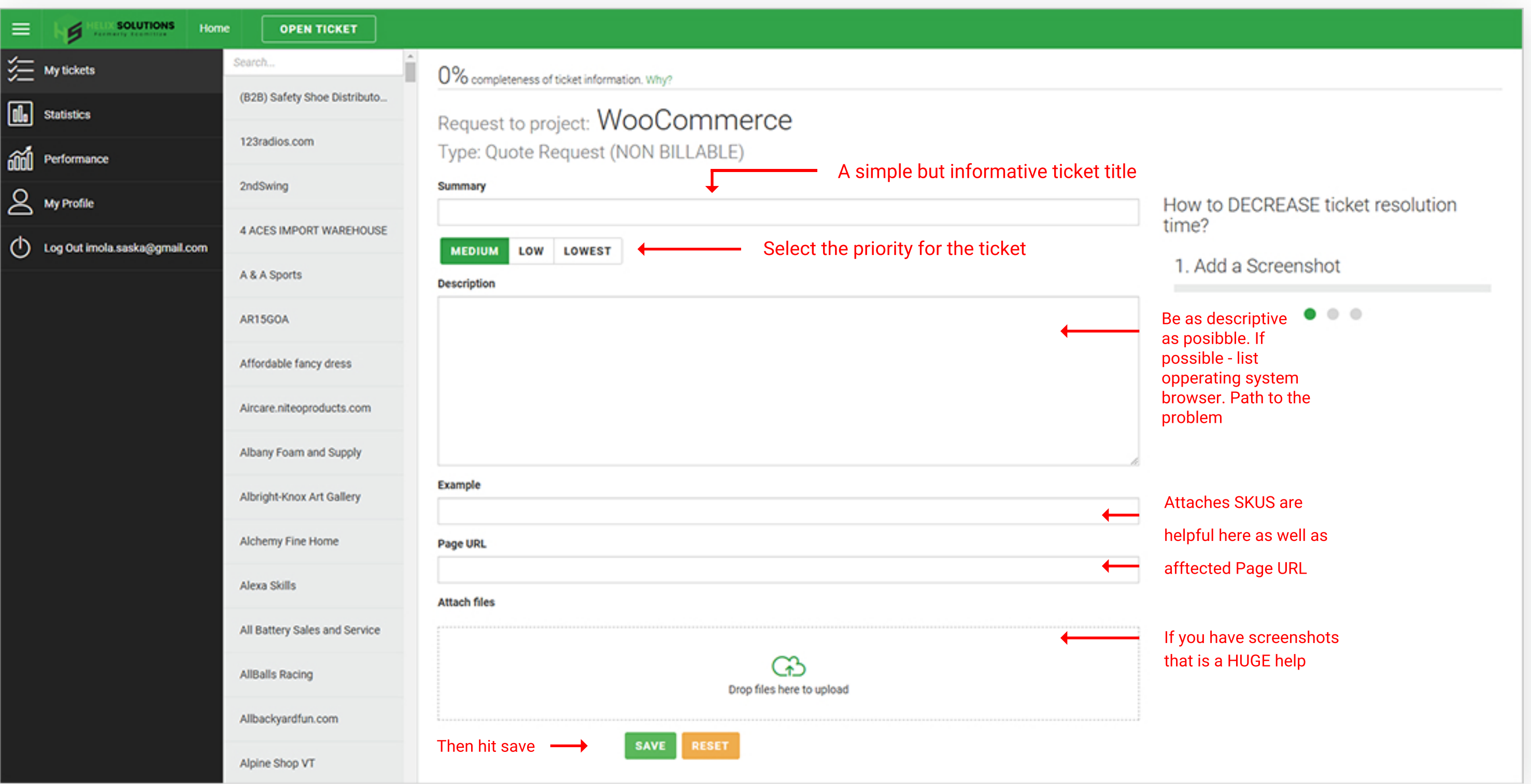


To open a ticket, click on the Open Ticket Button.



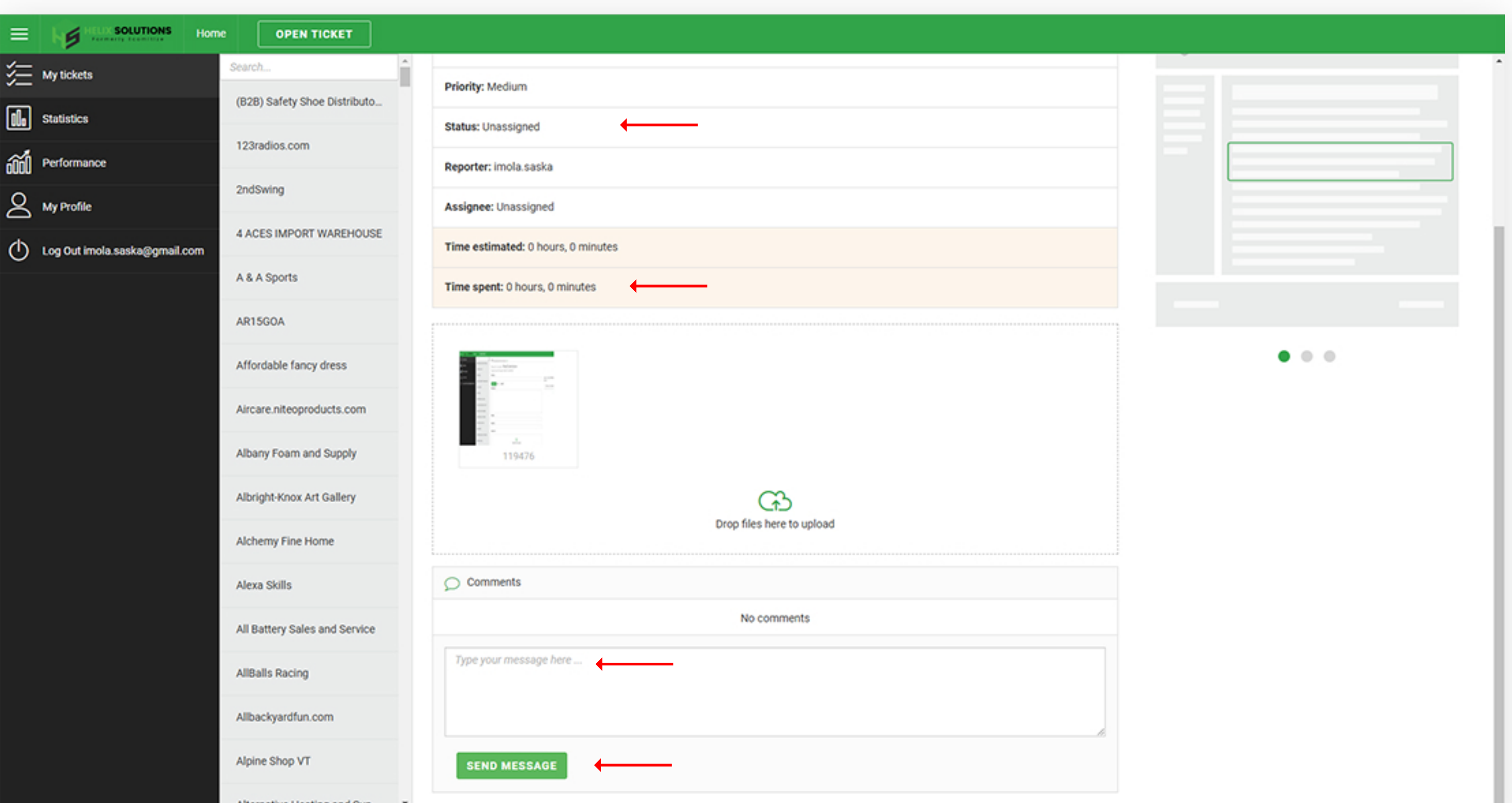
Select the Issue type and click submit.

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.



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 imola@helix-solutions.ai