

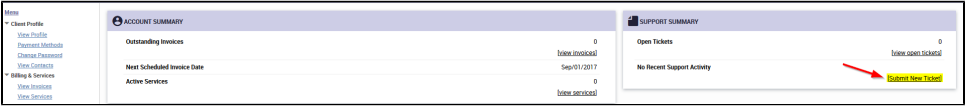
# How to manage your tickets in Portal

Whether you need to speak with Billing, Sales, or Support, Portal can be a great way to create or review your support requests. Instead of calling in, you have the option to submit a ticket in Portal, our client account management system, and we will aim to respond as quickly as we possibly can. Portal can make reviewing current and past requests much easier than you may find going through your old emails, and it can be used to send information more securely than could be done with a plain text email.

## Step-by-step guides

### How to submit a new ticket:

- 1. Log in to [Portal](#).
- 2. Next, click on "Submit New Ticket" on the right side of your screen beneath the heading "Support Summary."



- 3. A new form will be opened that you can use to create a new ticket.

# Submit Support Ticket

Client, Example  
Client ID:

Select Contact:

Example Client <noreply@viviotech.net>

CC: Add recipients by selecting them in the dropdown below.

Add CC:

Example Client <noreply@viviotech.net>

Add CC

Subject:

Message:

Department:

Support

Emergency:
☐ Yes
☒ No

Service:

Search by Description or I

Attachments

Browse...

No file selected.

Send

Cancel

4. If you have multiple contacts on your account you can select the appropriate one, then you can enter any addresses you wish to be cc'd, a subject, and your message or request. All required forms will be marked with a red asterisk.
5. The form will default to sending the ticket to the Support department, but as shown in the image above, you can select other departments as necessary. We highly encourage you to select the appropriate department for your ticket to ensure a rapid response.
6. If your question relates to a specific service, we highly recommend that you select that via the service field. This will save our staff time when reviewing your request.
7. If you have any screenshots or other documents that need to be attached to the ticket, you can include them via the attachments section of the form.
8. When you have completed the form, just click the 'Send' button to complete the process.

## How to review or edit an existing ticket:

1. To check on the status of an existing ticket, or follow up on it, simply go click on "View Open Tickets" next to the "Submit New Ticket" button.

**ACCOUNT SUMMARY**

Outstanding Invoices: 0 [View Invoices](#)

Next Scheduled Invoice Date: Sep 01/2017

Active Services: 0 [View Services](#)

**SUPPORT SUMMARY**

Open Tickets: 0 [View Open Tickets](#)

No Recent Support Activity [Submit New Ticket](#)

- You will now be able to see all your currently open tickets and their critical information such as when they were opened, last updated, which department they are in and so on.

View Open/On Hold Tickets View: Open/On Hold Ticket REFRESH

Open/On Hold Tickets 1-2 of 2 Show

Ticket #	Subject	Author	Opened	Updated	Priority	Assigned	Department	Type	External Ticket ID
<a href="#">123456</a>	Emergency Sales Ticket	Example Client <nonreply@viviotech.net>	55 seconds ago	none	Normal	-	Sales	Open	
<a href="#">123457</a>	Example Support Ticket	Example Client <nonreply@viviotech.net>	2 minutes ago	none	Normal	-	Support	Open	

Open/On Hold Tickets 1-2 of 2 Show REFRESH

- From the ticket list, you can open one of the listed tickets, or filter the list via the view drop down at the top right if you wish to review closed tickets as well.

Ticket # [123457](#) **Example Support Ticket** EDIT TICKET EVENT LOG RELOAD TICKET

Originally Submitted: 14 minutes ago Owner: -

Last Updated: none Department: Support

Status: Open

Priority: Normal

Device: None Service: None

Order: None Quote: None

[Post a Followup](#)

**Client** Received on Aug/17/2017 4:57:14PM

From: Example Client <nonreply@viviotech.net>

This ticket is an example. Please leave it open.

[Reply](#) [Reply & Quote](#) [Link](#)

[Post a Followup](#) RELOAD TICKET

- When you click on a particular ticket, you can respond or add information by clicking the 'Post a Followup', 'Reply', or 'Reply and Quote' links. You can also link related tickets via 'Link'.
- If you click the edit link, you will be presented with a similar form to what you saw when initially creating the ticket, with those options that are already a part of the ticket such as the subject and department removed.



Don't want to log in to create a ticket? Just email the appropriate department and a ticket will be opened automatically. If you send the email from an address associated with your account the ticket will automatically be associated with your account.

We hope that you have found this article helpful. Need more help? Check our other articles or contact our staff via [email](#), [phone](#), or [web chat](#).

## Related articles

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