

GETTING HELP

How to report an issue so it gets fixed fast

The details that cut resolution time in half, and how urgency works.

The single best thing you can give us is **specifics**. Compare:

"Email is broken"

"Since about 9:30, Outlook says 'disconnected' for me and both colleagues in accounting; webmail works fine."

The second one skips half the diagnosis. Include when it started, who's affected, the exact error text (screenshots are perfect), and what you'd already tried.

Urgency

Tell us plainly about business impact — "the card terminal is down and we can't take payments" is treated very differently from "my second monitor flickers sometimes". If something is stopping the whole business, **call us** as well as opening a ticket.

One issue per ticket

Three problems in one ticket = two of them getting lost. Three small tickets get three fast fixes, and you can track each one in this portal.