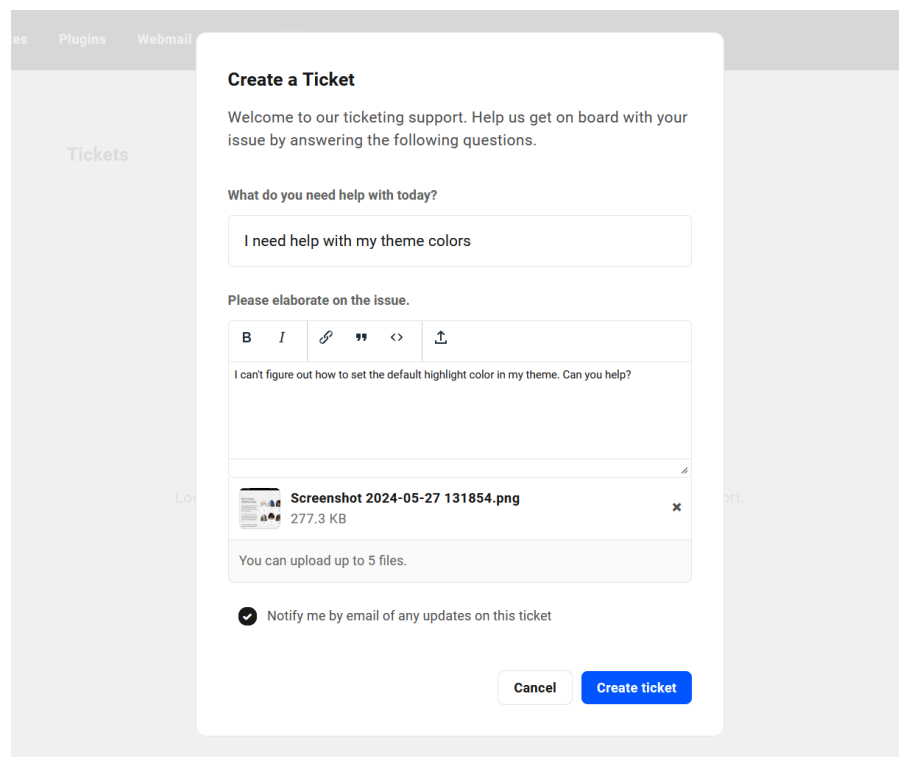


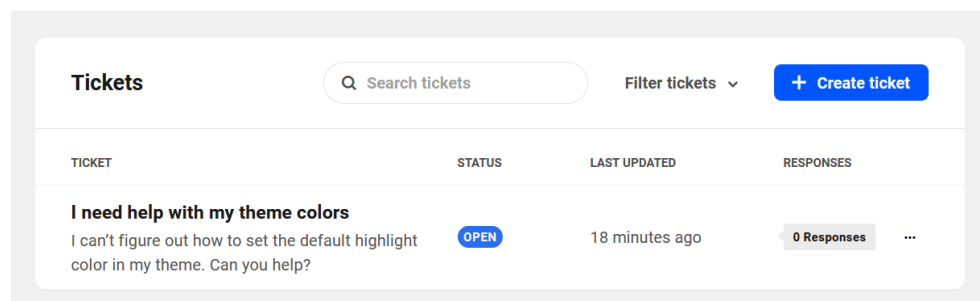
All About Support Tickets

Clicking on **Ticket** in the menu of your hosting hub will pop open the Create a Ticket modal where you can enter a title and details about your issue. The issue details must contain at least 10 characters but cannot be more than 5000 characters. You can also optionally upload up to 5 files to illustrate the issue. Allowed file types are images, PDFs and videos with a maximum file size of 10MB each.



The screenshot shows a 'Create a Ticket' modal window. At the top, it says 'Create a Ticket' and 'Welcome to our ticketing support. Help us get on board with your issue by answering the following questions.' Below this is a text input field with the placeholder 'What do you need help with today?' and the text 'I need help with my theme colors'. Underneath is another text input field with the placeholder 'Please elaborate on the issue.' and the text 'I can't figure out how to set the default highlight color in my theme. Can you help?'. There is a rich text editor toolbar with icons for bold, italic, link, quote, code, and upload. Below the text area is a file upload section showing a screenshot of a theme color picker with the filename 'Screenshot 2024-05-27 131854.png' and a size of '277.3 KB'. A note says 'You can upload up to 5 files.' At the bottom, there is a checkbox labeled 'Notify me by email of any updates on this ticket' which is checked. There are 'Cancel' and 'Create ticket' buttons at the bottom right.

Once you click the **Create ticket** button, your new ticket will appear immediately on your Tickets screen, along with all other tickets you have created, if any.



The screenshot shows the 'Tickets' screen. At the top, there is a search bar with the placeholder 'Search tickets', a 'Filter tickets' dropdown, and a '+ Create ticket' button. Below this is a table with the following columns: TICKET, STATUS, LAST UPDATED, and RESPONSES. The table contains one ticket with the title 'I need help with my theme colors', the status 'OPEN', the last updated time '18 minutes ago', and '0 Responses'. The ticket details are visible in the first column.

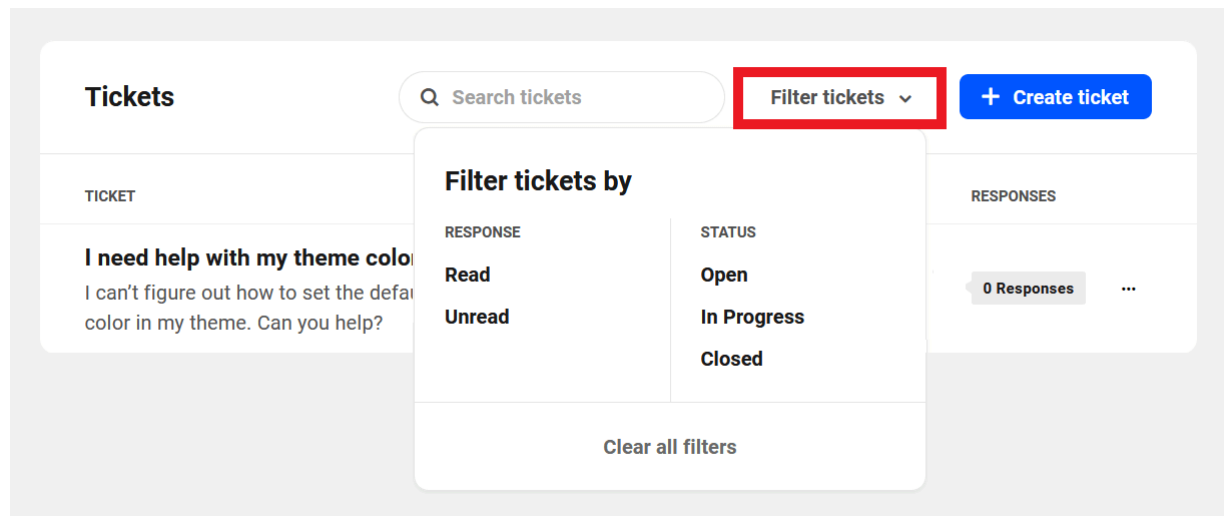
TICKET	STATUS	LAST UPDATED	RESPONSES
I need help with my theme colors I can't figure out how to set the default highlight color in my theme. Can you help?	OPEN	18 minutes ago	0 Responses ...

Information is presented to you on this screen in columns as follows:

- Ticket – This displays the ticket subject line and the first few words of the message body.
- Status – The ticket status assigned by you or your support team member.
- Last updated – This indicates the time elapsed since the last response. you can hover your cursor over this to reveal a tooltip with the exact date and time of the last response.
- Responses – The number of replies on the ticket, where tickets with unread replies will be highlighted with a red dot on the upper-right corner.

Filter Tickets

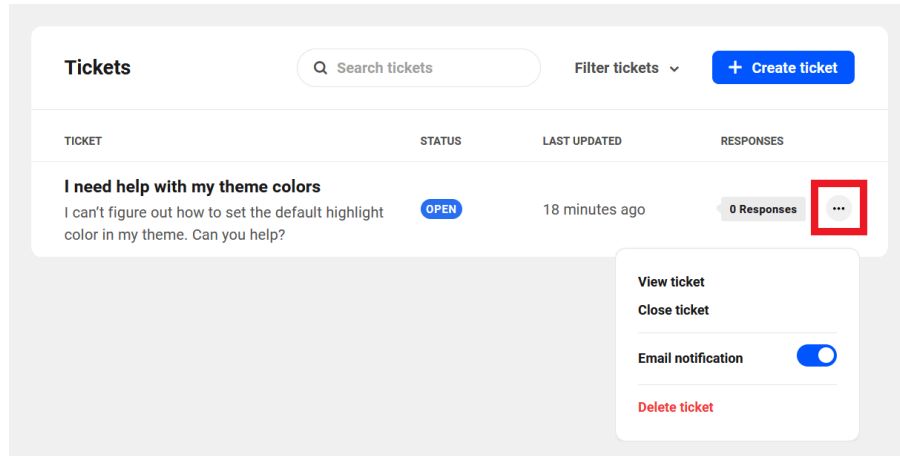
You can click the Filter tickets button at the top to display only tickets that meet your filter criteria.



- Response – Displays only tickets that are Read or Unread by you.
- Status – Displays tickets with any status as assigned by you or your support team members.

Ticket Management Options

You can click the ellipsis icon at the far-right of any ticket's row to reveal additional management options.

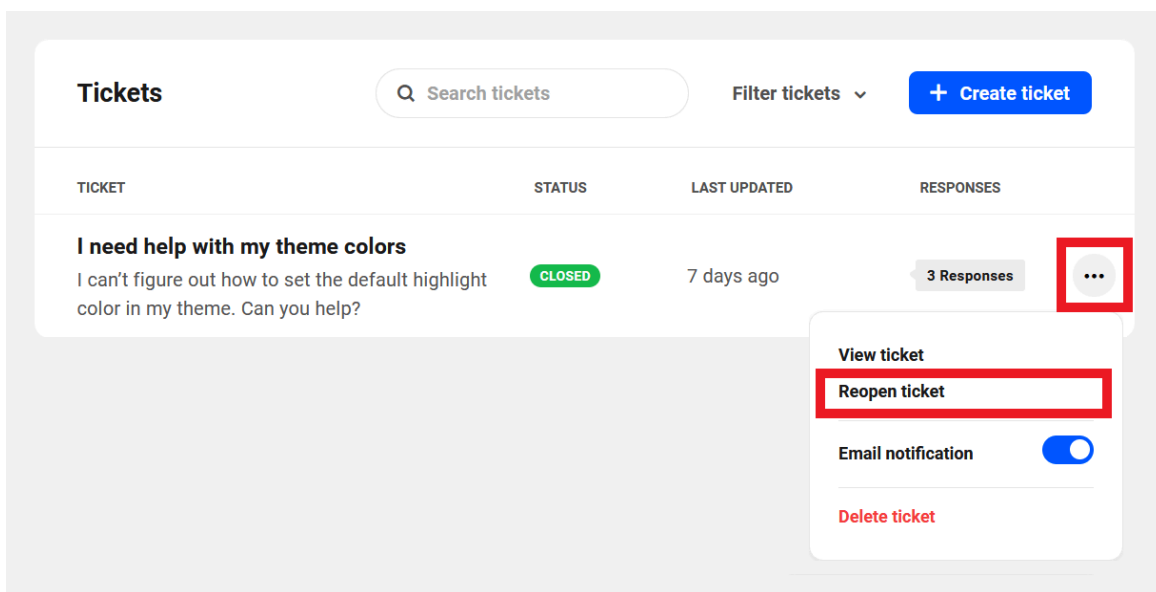


- View ticket – Opens the details of the specific ticket when clicked. The ticket title can also be clicked to open it. See Managing Individual Tickets below for details.
- Close ticket / Reopen ticket – Clicking Close ticket will change the ticket status to Closed and no further replies can be made on the ticket. If a ticket has been already closed, you will see a Reopen ticket option here instead, which, when clicked, reopens the ticket and allows additional replies and actions. See Reopen ticket below for additional details.
- Email notification – You can toggle this on to receive email notifications of new replies to the ticket.
- Delete ticket – You can permanently delete the ticket by clicking this option. You will be prompted to confirm the action as it is irreversible.

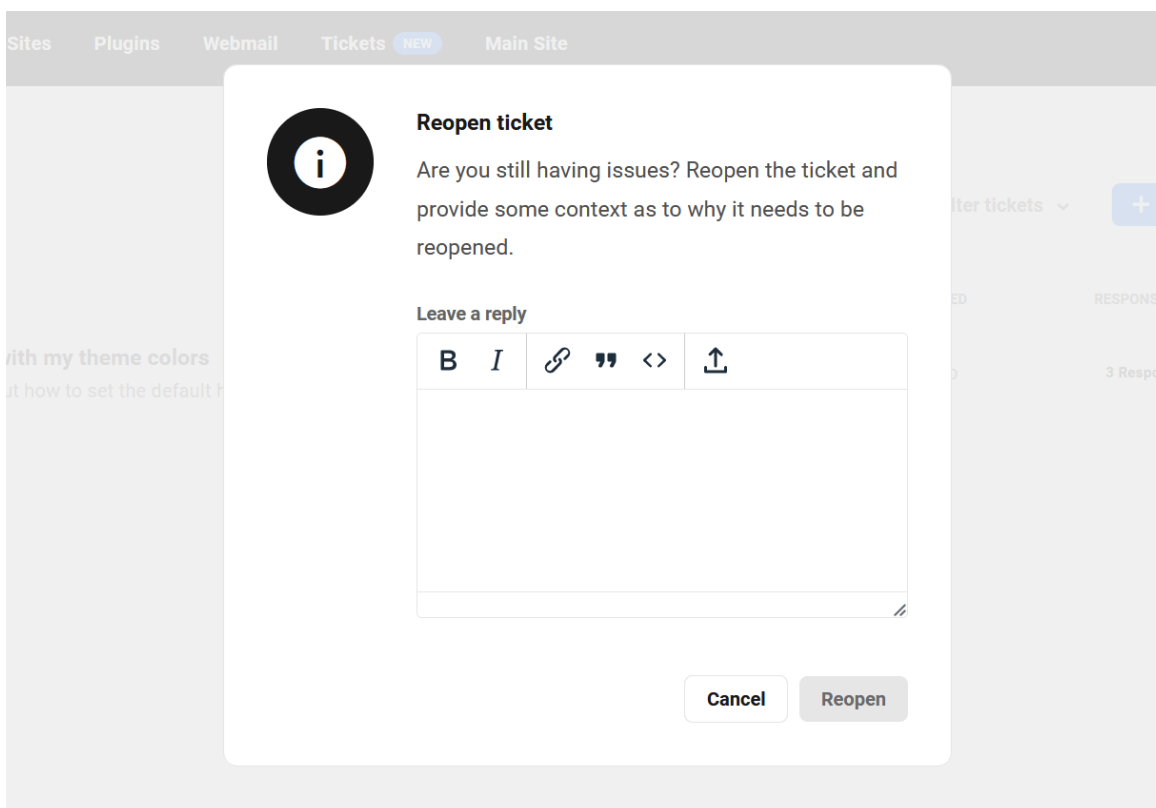
Reopen Ticket

If a ticket status has been changed to Closed, no further actions can be taken on that ticket unless it is reopened.

To reopen a ticket, you can click the Reopen ticket option for that ticket on the All Tickets screen. A closed ticket can also be reopened from the ticket details screen.



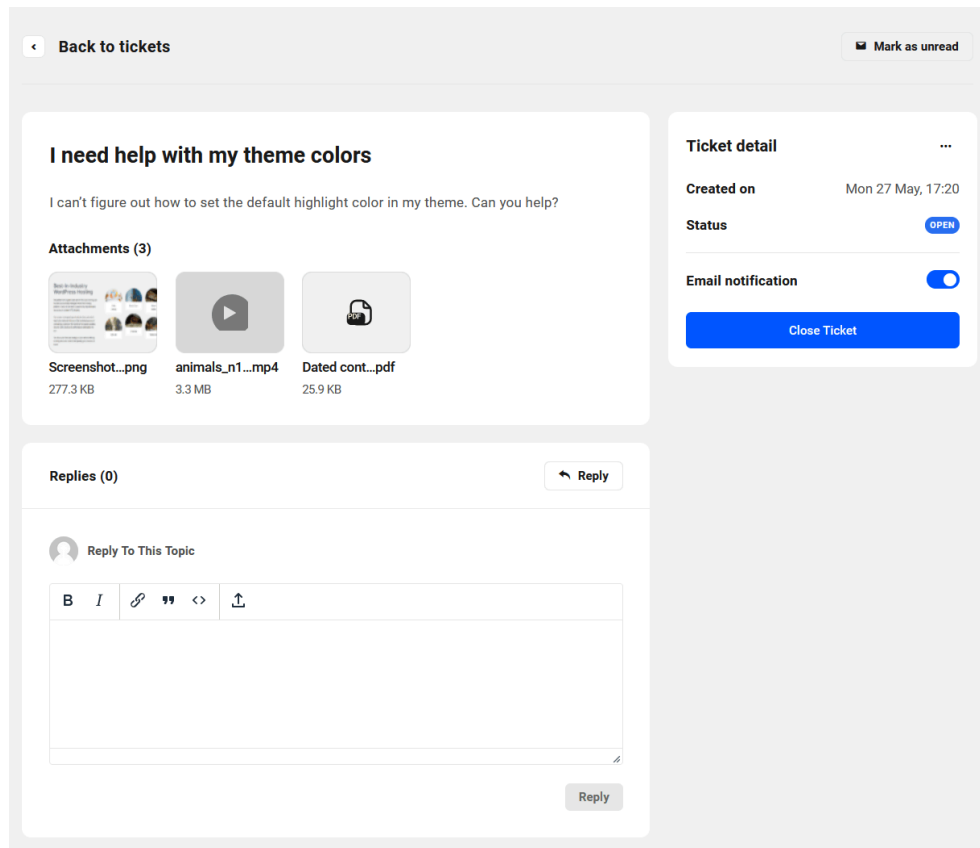
You will be prompted to provide additional information as to why the ticket was reopened. This will create a new reply on the ticket to notify support team members who may have email notifications enabled for that ticket, and it will reappear as an open ticket with unread replies on your All Tickets screen.



Managing Individual Tickets

You can click a ticket title or the View Ticket option on your Tickets screen to access the ticket, where the full details of the ticket will appear, including attachments and all replies to date.

Your submitted issue will appear at the top, with all replies in a single thread beneath it. Note that it is not possible to create nested threaded replies (you cannot reply to a reply).



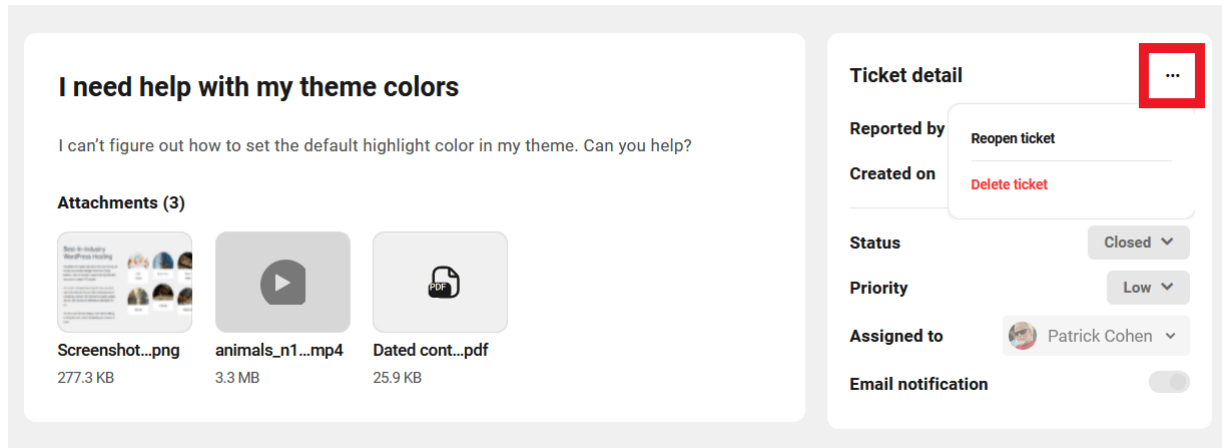
Ticket detail

The Ticket detail section is where you can view the following information:

- Created on – The date the ticket was created.
- Status – The status that you or your support team members have currently assigned to the ticket.
- Email notification – you can toggle this on to receive notifications of new replies to the ticket.
- Close Ticket – you can click this button to close the ticket when the issue is resolved to your satisfaction or the ticket is no longer needed.

Additional Ticket Options

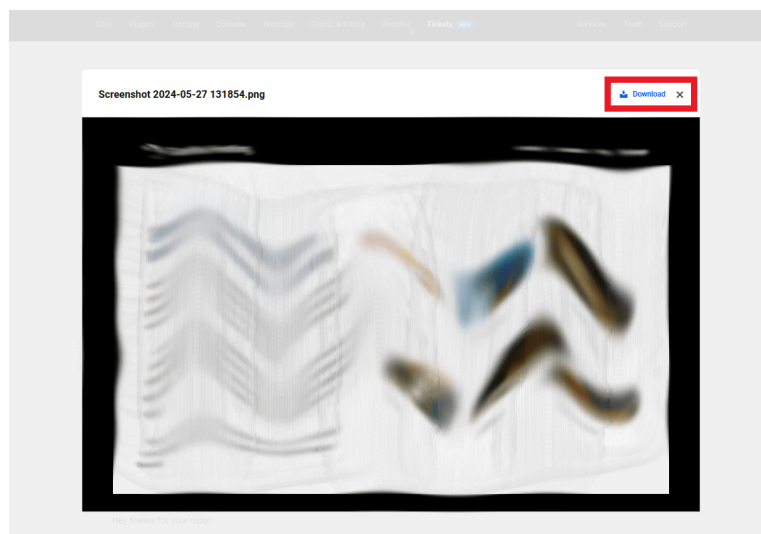
You can click the ellipsis icon at the top-right to reveal additional management options for the ticket.



- Reopen ticket – This option only appears if the ticket is closed. See **Reopen ticket** above for details.
- Delete ticket – You can permanently delete the ticket by clicking this option. You will be prompted to confirm this action as it is irreversible.

Attachments Behavior

Clicking on an attachment will open images and videos in a lightbox where you can download the attachment if needed. Video attachments will autoplay in a lightbox when clicked on. PDF files will open in a new browser tab.





Replying to Tickets

You can enter your reply in the Reply box, and format the content as needed, and click the Reply button. Replies must contain at least 10 characters but cannot be more than 5000 characters. Available formatting options are bold, italic, link, quote and code. Include up to 5 attachments where allowed file types are images, PDFs and videos with a maximum file size of 10MB each.

Mark as Unread

You can mark any open ticket as unread simply by clicking the **Mark as unread** button at top-right of the ticket. This will add a red dot in the Responses column for the ticket on your Tickets screen.