



## Support Tickets

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We strongly recommend using your inbuilt Oceania Members Area ticket system any time you wish to contact us. Priority is given to support requests submitted this way.

**Save valuable time. This is brilliant!**


EASY STEPS:

**A. Log in to your Oceania Members Area to manage all your support issues right from here.**

1. Bookmark this link <https://www.yourwebhost.com.au/billing/clientarea.php>
2. Sign in with your email address on your Oceania Members Area profile
3. Click on "Open Ticket" in the blue menu.
4. Send us your support request. Keep subject easy to understand and retrace.
5. Click Submit.

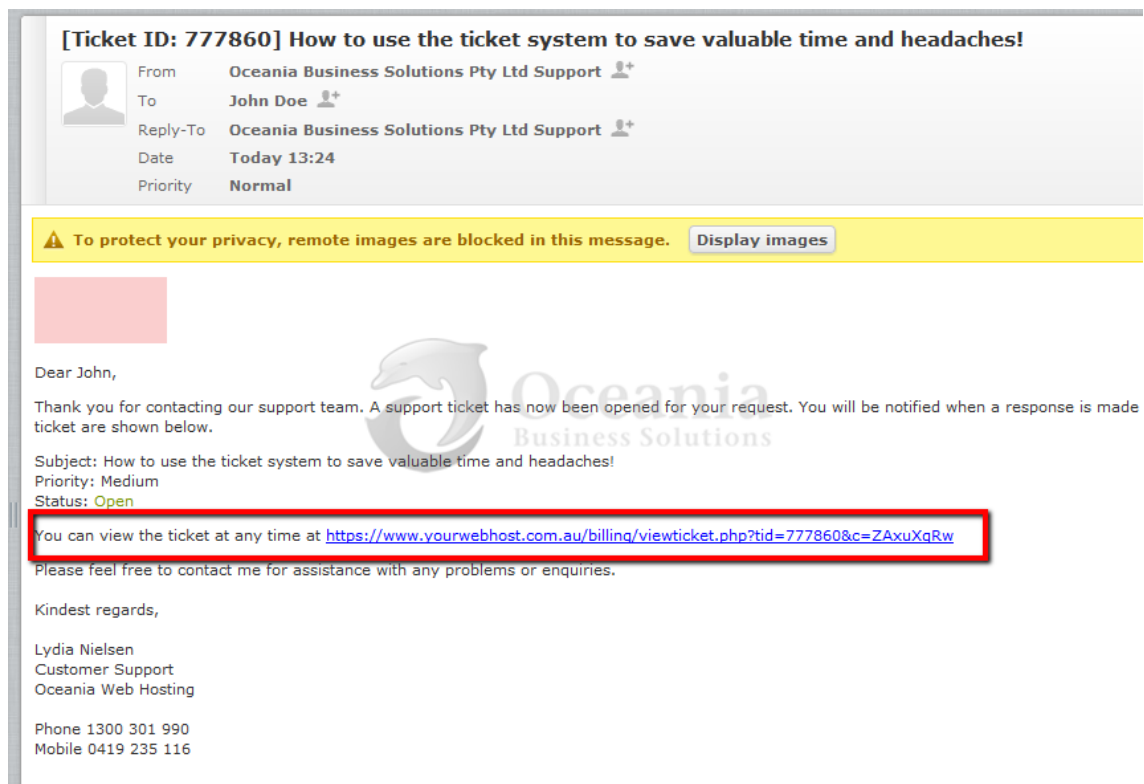
A screenshot of the Oceania Business Solutions website's "Open Ticket" page. The page features a blue navigation bar at the top with links: "Billing Portal", "My Hosting", "Domains", "Billing", "Support", "Open Ticket", "Announcements", "Oceania", and "Hello, John!". Below the navigation bar, the page title "Open Ticket" is displayed. A large green banner in the center contains the text "Ticket Created #777860" in bold. Below the banner, a message states: "Your ticket has been successfully created. An email has been sent to your address with the ticket information. If you would like to view this ticket now you can do so." The footer of the page includes the copyright notice: "Copyright © 2015 Oceania Business Solutions Pty Ltd. All Rights Reserved."

6. This shows how the ticket appears in the Ticket System



The screenshot displays the Oceania Business Solutions website's ticket system. At the top is the company logo and a navigation bar with links like 'Billing Portal', 'My Hosting', 'Domains', 'Billing', 'Support', 'Open Ticket', 'Announcements', 'Oceania', and 'Hello, John!'. The main heading is 'View Ticket #777860'. Below this is the ticket title: 'How to use the ticket system to save valuable time and headaches!'. A table-like summary shows: Submitted (25/05/2015 13:24), Department (Support), Priority (Medium), and Status (Open). Action buttons include 'Back', 'Reply', and 'Close Ticket'. The ticket content shows a message from 'John Doe || Client' dated '25/05/2015 13:24'. The message reads: 'Hi, This is an example of the ticket system in action! We request you show everyone! John' followed by a signature line and 'IP Address: 113.61.87.4'. At the bottom, there is a copyright notice: 'Copyright © 2015 Oceania Business Solutions Pty Ltd. All Rights Reserved.'

B. A Confirmation email will be sent with a link above the signature as follows:



The screenshot shows an email interface. The header reads '[Ticket ID: 777860] How to use the ticket system to save valuable time and headaches!'. The email header details are: From (Oceania Business Solutions Pty Ltd Support), To (John Doe), Reply-To (Oceania Business Solutions Pty Ltd Support), Date (Today 13:24), and Priority (Normal). A yellow warning bar states: 'To protect your privacy, remote images are blocked in this message.' with a 'Display images' button. The email body starts with 'Dear John,' followed by a thank you message: 'Thank you for contacting our support team. A support ticket has now been opened for your request. You will be notified when a response is made ticket are shown below.' The subject, priority, and status are repeated. A red box highlights the link: 'You can view the ticket at any time at <https://www.yourwebhost.com.au/billing/viewticket.php?tid=777860&c=ZAxuXqRw>'. The email concludes with 'Please feel free to contact me for assistance with any problems or enquiries.', 'Kindest regards,', and the signature of Lydia Nielsen, Customer Support, Oceania Web Hosting, with contact numbers: Phone 1300 301 990, Mobile 0419 235 116.

You can respond to this ticket by simply replying to this email or through the admin area at <https://www.yourwebhost.com.au/billing/viewticket.php?tid=777860&c=ZAuXqR#>

**C. A response to your enquiry is sent to you.**

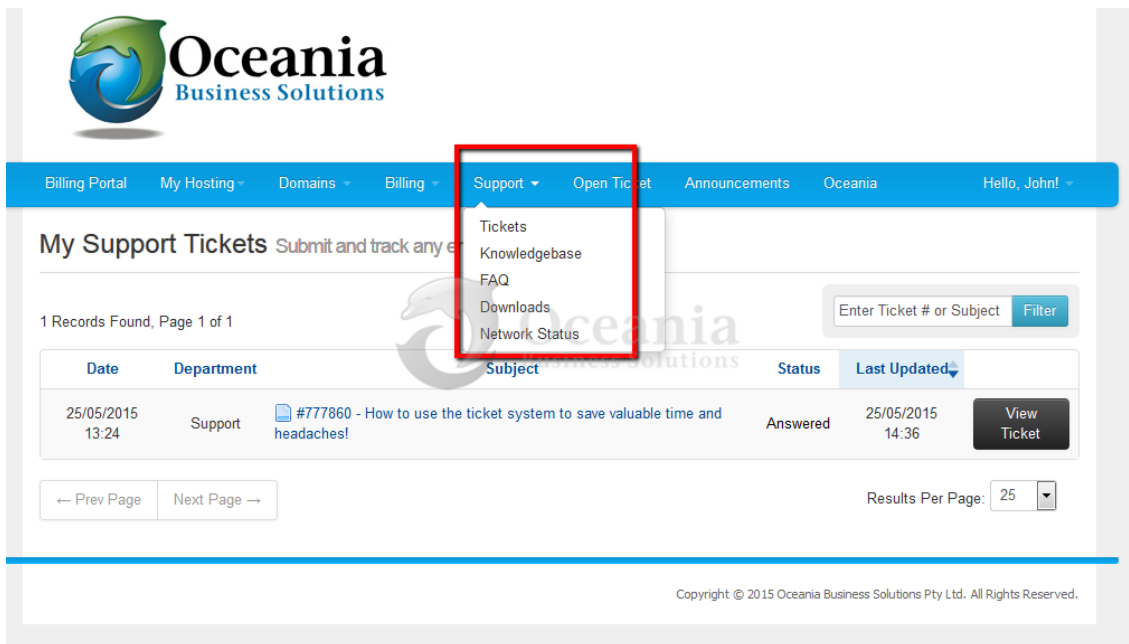
1. It will reach you as an email
2. If you reply to the email your responses will also automatically appear in the ticket system.
3. Preferably though - please click on the link in the email to Ticket URL: as shown
4. Log In and view your ticket's response to either close the ticket or add another comment.

The screenshot displays the Oceania Business Solutions website interface. At the top is a navigation bar with links: Billing Portal, My Hosting, Domains, Billing, Support, Open Ticket, Announcements, Oceania, and a user greeting 'Hello, John!'. Below this, the page title is 'View Ticket #777860'. A subtitle reads 'How to use the ticket system to save valuable time and headaches!'. A table provides ticket details: Submitted (25/05/2015 13:24), Department (Support), Priority (Medium), and Status (Answered). Below the table are buttons for 'Back', 'Reply', and 'Close Ticket'. The ticket history shows two messages. The first from Lydia Nielsen (Staff) on 25/05/2015 at 14:36 says 'Thank you. Oceania - Support team'. The second from John Doe (Client) on 25/05/2015 at 13:24 says 'Hi, This is an example of the ticket system in action! We request you show everyone! John' and includes an IP address of 113.61.87.4. At the bottom of the message area are again 'Back', 'Reply', and 'Close Ticket' buttons.

**D. For future reference all your tickets can be accessed from the Members Area.**

1. Log in as shown below.
2. You can then view the current ticket - or
3. Search for a past tickets
4. Re-open a closed ticket -or

5. Start a new ticket from “Open Ticket” command in the Blue Menu.



The screenshot shows the Oceania Business Solutions website interface. At the top, there is a blue navigation bar with links: Billing Portal, My Hosting, Domains, Billing, Support, Open Ticket, Announcements, Oceania, and Hello, John!. The 'Support' menu is highlighted with a red box, showing a dropdown list with options: Tickets, Knowledgebase, FAQ, Downloads, and Network Status. Below the navigation bar, the main content area is titled 'My Support Tickets' with a subtitle 'Submit and track any e...'. It shows '1 Records Found, Page 1 of 1'. A search bar is present with the text 'Enter Ticket # or Subject' and a 'Filter' button. Below the search bar, there is a table of support tickets. The table has columns: Date, Department, Subject, Status, and Last Updated. A single ticket is listed with the subject '#777860 - How to use the ticket system to save valuable time and headaches!'. The status is 'Answered' and the last updated time is '25/05/2015 14:36'. A 'View Ticket' button is next to the ticket. At the bottom of the page, there is a copyright notice: 'Copyright © 2015 Oceania Business Solutions Pty Ltd. All Rights Reserved.'

**Once you have tried this you will really appreciate how easy it becomes to keep track of your support needs.**

**Hint:** Be sure to bookmark your log in to the Members Area and you will always be in control of your support requests.

Use the Support Ticket System as a handy place to look up previous fixes.

Support Tickets get priority attention from our tech staff.

You can safely discard support emails as there will be no need to retain them as all activity is recorded in your Oceania Members Area.

Once logged in to the Members Area you can use the Support Menu link to read Knowledge Base articles and view our handy library of Downloads.