



**Oceania**  
Business Solutions

## 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.

The screenshot displays the Oceania Business Solutions client area interface. At the top left is the Oceania Business Solutions logo. A blue navigation bar contains the following links: Billing Portal, My Hosting, Domains, Billing, Support, Open Ticket, Announcements, Oceania, and Hello, John! Below the navigation bar, the page title is "Open Ticket". A prominent green box in the center contains the text "Ticket Created #777860". Below this box, 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." At the bottom right of the page, the copyright notice reads: "Copyright © 2015 Oceania Business Solutions Pty Ltd. All Rights Reserved."

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

The screenshot shows the Oceania Business Solutions website interface. At the top left is the Oceania Business Solutions logo. A blue navigation bar contains links: Billing Portal, My Hosting, Domains, Billing, Support, Open Ticket, Announcements, Oceania, and Hello, John! Below the navigation bar, the page title is "View Ticket #777860". The main content area displays the ticket title "How to use the ticket system to save valuable time and headaches!". Below the title is a summary table:

Submitted	Department	Priority	Status
25/05/2015 13:24	Support	Medium	Open

Below the table are buttons: « Back, Reply, and Close Ticket. The ticket content is shown in a grey box with the sender "John Doe || Client" and timestamp "25/05/2015 13:24". The message text is:

Hi,  
This is an example of the ticket system in action! We request you show everyone!  
John  
-----  
IP Address: 113.61.87.4

Below the message content are buttons: « Back, Reply, and Close Ticket. At the bottom right, 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 subject line is "[Ticket ID: 777860] How to use the ticket system to save valuable time and headaches!". The header information is:

From: Oceania Business Solutions Pty Ltd Support  
To: John Doe  
Reply-To: Oceania Business Solutions Pty Ltd Support  
Date: Today 13:24  
Priority: Normal

A yellow banner with a warning icon states: "To protect your privacy, remote images are blocked in this message. Display images". Below this is a redacted area. The main body of the email contains:

Dear John,  
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.  
Subject: How to use the ticket system to save valuable time and headaches!  
Priority: Medium  
Status: Open

A red box highlights the following text: "You can view the ticket at any time at <https://www.yourwebhost.com.au/billing/viewticket.php?tid=777860&c=ZAxuXqRw>"

Please feel free to contact me for assistance with any problems or enquiries.  
Kindest regards,  
Lydia Nielsen  
Customer Support  
Oceania Web Hosting  
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=ZAxuXqR#>

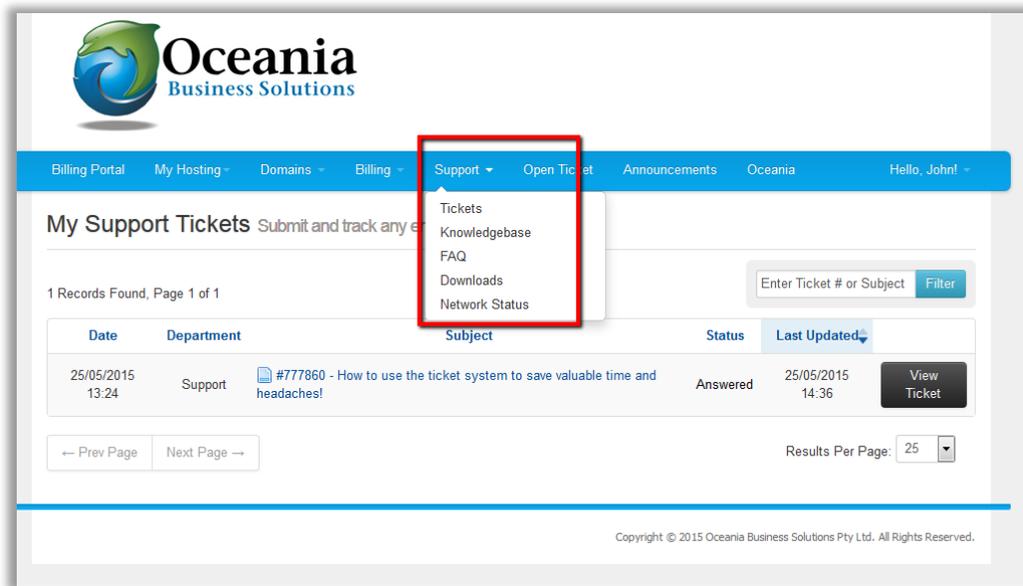
**C. A response to your enquiry is sent to you.**

1. It will reach you as an email
2. If you reply to the email your responses will appear in the ticket system.
3. Preferably 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 ticket management interface. At the top, there is a navigation bar with links for Billing Portal, My Hosting, Domains, Billing, Support, Open Ticket, Announcements, Oceania, and a user greeting 'Hello, John!'. The main content area is titled 'View Ticket #777860' and contains the subject 'How to use the ticket system to save valuable time and headaches!'. Below the subject is a table with columns for Submitted, Department, Priority, and Status, containing the values: 25/05/2015 13:24, Support, Medium, and Answered. There are 'Back', 'Reply', and 'Close Ticket' buttons. The ticket history shows a message from Lydia Nielsen (Staff) on 25/05/2015 at 14:36 saying 'Thank you. Oceania - Support team'. Below that is a message from John Doe (Client) on 25/05/2015 at 13:24 saying 'Hi, This is an example of the ticket system in action! We request you show everyone! John IP Address: 113.61.87.4'. At the bottom, there 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.



**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.

**Thank you for using Oceania Web Hosting.**

**We are your Real Person Support Specialists**

**Call 1300 301 990**

**when you need personal assistance.**