



## Support Tickets

---

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 the Oceania Business Solutions logo at the top left. Below the logo is a blue navigation bar with links: "Billing Portal", "My Hosting", "Domains", "Billing", "Support", "Open Ticket", "Announcements", "Oceania", and "Hello, John!". The main heading "Open Ticket" is displayed below the navigation bar. A green box in the center of the page 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 of the page, a blue horizontal line is followed by 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', and 'Oceania'. A user greeting 'Hello, John!' is visible on the right. The main heading is 'View Ticket #777860'. Below this is a sub-heading 'How to use the ticket system to save valuable time and headaches!'. A table shows ticket details: Submitted (25/05/2015 13:24), Department (Support), Priority (Medium), and Status (Open). Action buttons 'Back', 'Reply', and 'Close Ticket' are provided. The ticket content shows a message from John Doe, a client, dated 25/05/2015 13:24. The message says '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'. Another set of 'Back', 'Reply', and 'Close Ticket' buttons is at the bottom. A copyright notice 'Copyright © 2015 Oceania Business Solutions Pty Ltd. All Rights Reserved.' is at the very bottom.

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

The screenshot shows an email interface for a confirmation message. The subject is '[Ticket ID: 777860] How to use the ticket system to save valuable time and headaches!'. The header shows it's from 'Oceania Business Solutions Pty Ltd Support' to 'John Doe'. A yellow banner 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. It lists the subject, priority (Medium), and status (Open). 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 at Oceania Web Hosting, with contact numbers 1300 301 990 and 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#>

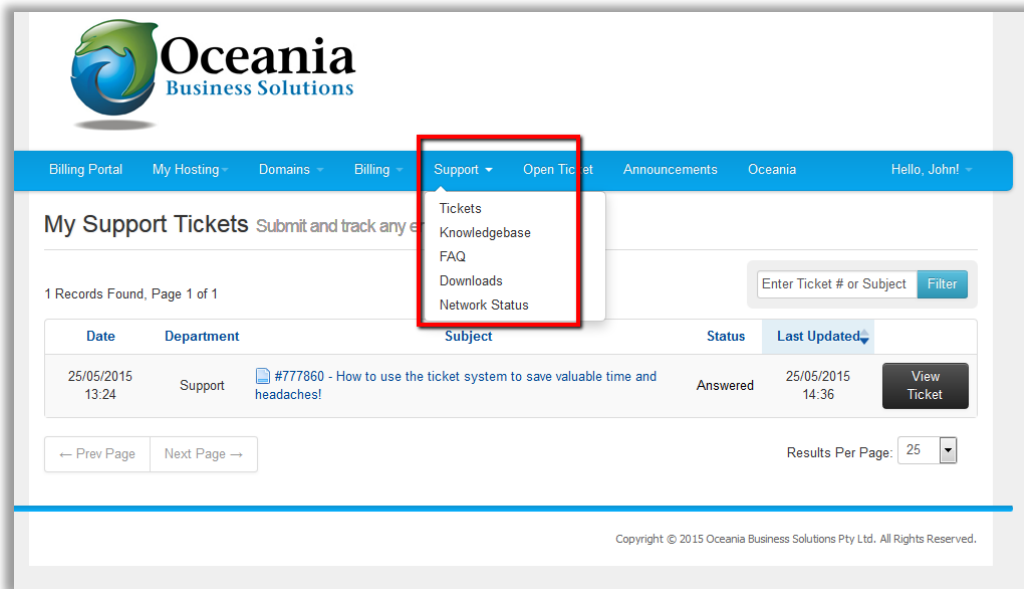
**C. A response to your enquiry is sent to you.**

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

**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.**