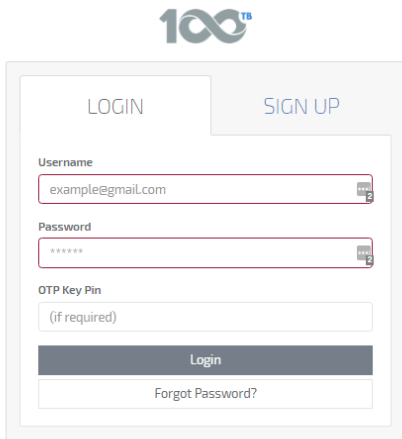


Managing Tickets In Console

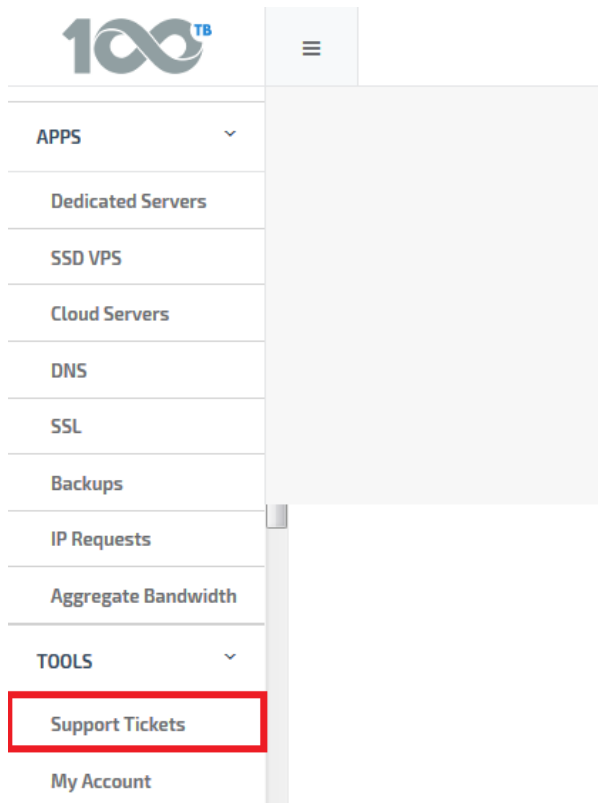
This article, created by 100TB, will guide you through viewing and replying to tickets using your <https://console.100tb.com> account. To access the required page, complete the following steps:

1. Log into <https://console.100tb.com>.



The screenshot shows the login interface for the 100TB console. At the top left is the 100TB logo. Below it are two tabs: 'LOGIN' (active) and 'SIGN UP'. The login form contains three input fields: 'Username' with the placeholder 'example@gmail.com', 'Password' with masked characters, and 'OTP Key Pin' with the placeholder '(if required)'. Below the fields is a dark 'Login' button and a link for 'Forgot Password?'.

2. Click on "Support Tickets" (Under Tools). From this page you can perform any action to view or create a ticket.



3. To create a new ticket, click the 'Create' button.

Tickets

[+ Create](#) Filter by Status

ID	Subject	Created	Updated	Department	Status
32374894	My server is down	09/06/2016	09/06/2016	Dedicated - Support	Open
32374891	test	09/06/2016	09/06/2016	Dedicated - Support	Closed
30996253	IP Justification Form - Console	05/04/2016	05/04/2016	Dedicated - Support	On Hold
30931379	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30931372	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30930991	IP Justification Form - Console	04/29/2016	05/02/2016	Dedicated - Support	Closed
30930987	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	On Hold
30921509	IP Justification Form - Tera	04/28/2016	05/02/2016	Dedicated - Support	Closed

4. Fill out the 'Subject', 'Department' and 'Message' form entries in the areas provided. When you have finished click the 'Submit' button.

New Ticket

Subject:

Department:

Message:

After submitting, you will see a message indicating that your ticket has successfully been submitted.

Success - Ticket #32374894 has been created

Tickets

Console / Tools / Tickets

[+ Create](#) Filter by Status

ID	Subject	Created	Updated	Department	Status
32374891	test	09/06/2016	09/06/2016	Dedicated - Support	Open
32370237	Account Past Due [URGENT]	09/06/2016	09/06/2016	Billing - Suspensions	Closed
30931379	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30931372	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30930991	IP Justification Form - Console	04/29/2016	05/02/2016	Dedicated - Support	Closed
30930987	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	On Hold
30921509	IP Justification Form - Tera	04/28/2016	05/02/2016	Dedicated - Support	Closed
30916984	IP Justification Form - Tera	04/28/2016	05/04/2016	Dedicated - Support	Closed
30894809	IP Justification Form - Tera	04/26/2016	04/26/2016	Dedicated - Support	On Hold
30340469	100TB - Pending Order, Verification Needed for: 10972	02/22/2016	02/22/2016	Pending Order Verifications	Closed
30200268	Account Past Due [URGENT]	02/08/2016	02/08/2016	Billing - Suspensions	Closed
30138201	100TB - New Order #6628	01/29/2016	01/29/2016	London Orders	Closed
32068294	IP Justification Form - Tera	08/03/2016	08/03/2016	Dedicated - Support	On Hold
29393125	SLC IPMI VPN access	10/13/2015	10/13/2015	Dedicated - Support	Closed

To view your ticket, simply double click on your ticket from the list provided.

Tickets Console / Tools / Tickets

[+ Create](#) Filter by Status

ID	Subject	Created	Updated	Department	Status
32374894	My server is down	09/06/2016	09/06/2016	Dedicated - Support	Open
32374891	test	09/06/2016	09/06/2016	Dedicated - Support	Closed
30996253	IP Justification Form - Console	05/04/2016	05/04/2016	Dedicated - Support	On Hold
30931379	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30931372	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	Closed
30930991	IP Justification Form - Console	04/29/2016	05/02/2016	Dedicated - Support	Closed
30930987	IP Justification Form - Console	04/29/2016	04/29/2016	Dedicated - Support	On Hold
30921509	IP Justification Form - Tera	04/28/2016	05/02/2016	Dedicated - Support	Closed
30916984	IP Justification Form - Tera	04/28/2016	05/04/2016	Dedicated - Support	Closed
30894809	IP Justification Form - Tera	04/26/2016	04/26/2016	Dedicated - Support	On Hold
30340469	100TB - Pending Order, Verification Needed for: 10972	02/22/2016	02/22/2016	Pending Order Verifications	Closed
30200268	Account Past Due [URGENT]	02/08/2016	02/08/2016	Billing - Suspensions	Closed
32370237	Account Past Due [URGENT]	09/06/2016	09/06/2016	Billing - Suspensions	Closed
30138201	100TB - New Order #6628	01/29/2016	01/29/2016	London Orders	Closed

To reply to the ticket fill out the 'Reply Now' form and click 'Send Reply'.

Ticket #32374894 Console / Tools / Tickets

Reply Now

Hello

I still need help.

Thanks,

My server is down

Hello,

My server 111.111.111.111 is not starting up. I'm unable to access IPMI. Please take a look as soon as possible.

Thanks,

Author: Michael Futler <fu422.m@gmail.com> Date: 09/06/2016 05:47

Contact Support

If you have any problems or questions about this process, please contact our support team by opening a chat or creating a ticket via email to support@100tb.com.