

# Request Support

**Need help? Our team is here for you.**

This guide will walk you, as a reseller, through the steps of opening a support ticket via your ResellPortal dashboard, how to describe your issue properly, and what to expect after submitting your request.

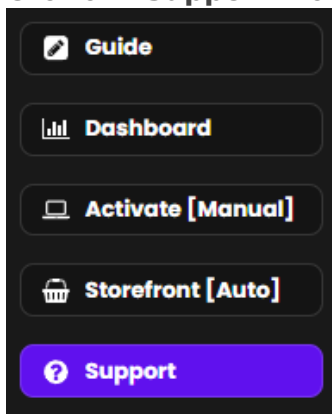
## Step-by-Step: How to Open a Support Ticket

### 1. Login to Your ResellPortal Account

Visit <https://app.resellportal.com> and log in with your reseller credentials.

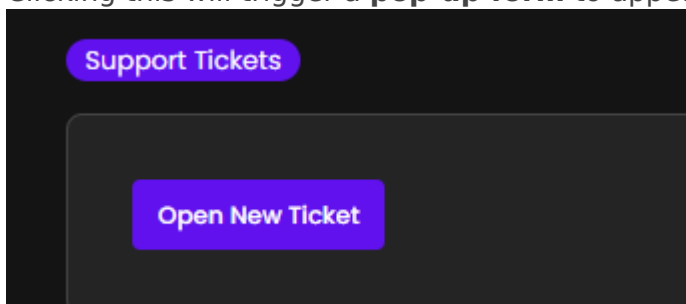
### 2. Access the Support Section

- From your dashboard, navigate to the **left-hand menu**.
- Click on **“Support”** to open the support center.



### 3. Click “Open Ticket”

- A button labeled **“Open Ticket”** will be available.
- Clicking this will trigger a **pop-up form** to appear where you can submit your issue.



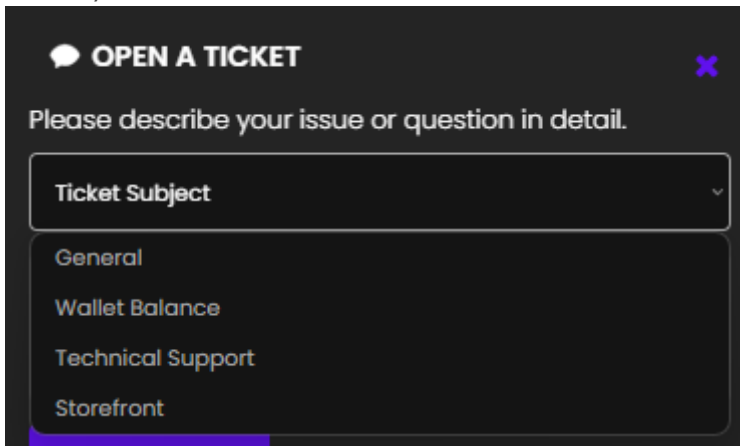
## What to Fill Out

The support ticket form includes two important fields:

### 1. Ticket Subject (*Dropdown Menu*)

Choose the most relevant category for your request:

- **General** – For general questions about services, platform navigation, or account info.
- **Wallet Balance** – For issues related to funds, wallet transactions, payment history, or withdrawals.
- **Technical Support** – For platform errors, bugs, system issues, or deployment problems.
- **Storefront** – For client-facing store issues (e.g., product visibility, checkout errors, API issues).

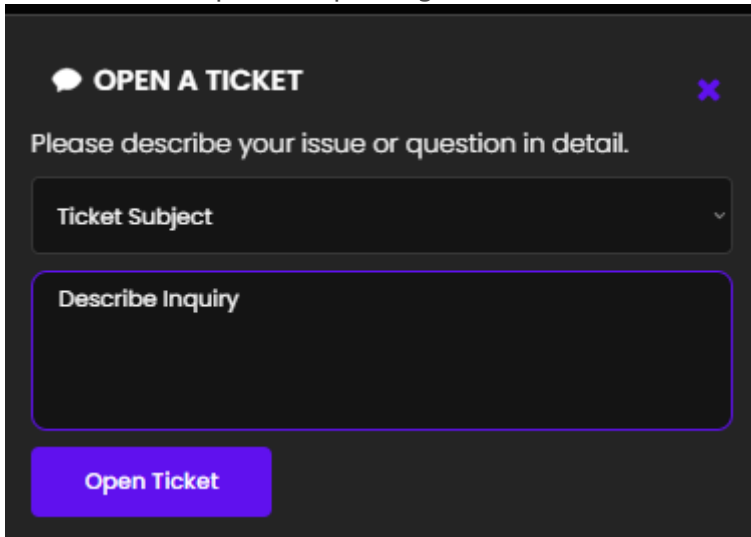


The screenshot shows a dark-themed modal window titled "OPEN A TICKET" with a close button (X) in the top right corner. Below the title is a prompt: "Please describe your issue or question in detail." There is a text input field labeled "Ticket Subject". Below this is a dropdown menu for selecting a category. The dropdown is open, showing four options: "General", "Wallet Balance", "Technical Support", and "Storefront". The "General" option is currently selected and highlighted.

## 2. Inquiry/Issue Description (*Text Field*)

Provide a **clear and detailed description** of your issue or question. Be sure to include:

- What you were trying to do
- What went wrong or what you're confused about
- Any error messages (if applicable)
- Store name or product/package involved (if relevant).



This screenshot shows the same "OPEN A TICKET" modal window. The "Ticket Subject" dropdown is now closed. Below it is a large text area labeled "Describe Inquiry" with a light blue border. At the bottom of the modal is a blue button labeled "Open Ticket".

*The more context you provide, the faster we can resolve the issue.*

4. Click **"Open Ticket"** to submit the request.

## *How It Works on Our End*

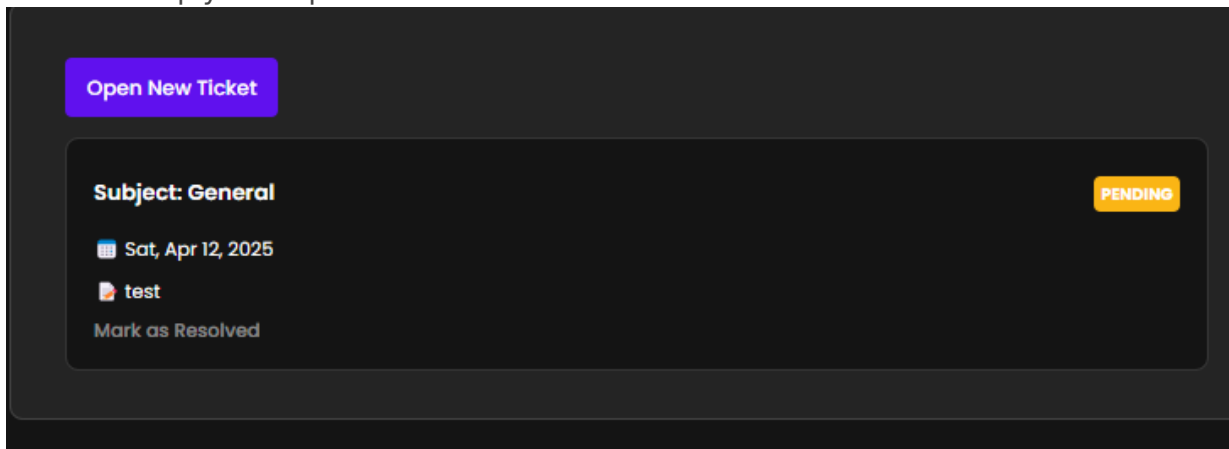
Once you submit the ticket:

- Our support team receives the request in real time
- The ticket is **routed to the appropriate department** based on your selected subject
- A support agent will review your inquiry, investigate the issue if needed, and respond directly within the support section

You will be notified inside your ResellPortal dashboard when your ticket receives a response or resolution.

## Where to Check Ticket Status

- Return to the **Support** section at any time to:
  - View open tickets
  - See ticket status (Pending, In Progress, Resolved)
  - Read and reply to responses from our team



## Response Times

We aim to respond to all reseller tickets within **24 business hours**, though most are addressed much faster depending on the complexity and priority of the issue.

## Best Practices for Fast Support

Do This	Why it Helps
Choose the right subject	Ensures your ticket goes to the right team faster
Include screenshots (if relevant)	Helps support staff quickly understand technical issues
Be specific in your message	Reduces back-and-forth and speeds up resolution
Include store names or client IDs	Useful when troubleshooting client-specific problems

## When to Use the Ticket System

Use support tickets for:

- Wallet or payment discrepancies
- Platform bugs or deployment issues

- Storefront or feature concerns
- Account or reseller dashboard help

**Avoid using tickets for:**

- General how-to guidance (use our documentation and onboarding materials first)
- Issues outside the ResellPortal system (e.g., 3rd-party account issues)

## Final Note

The ticket system is your **direct line to ResellPortal's dedicated support team**. Use it any time you or your clients need help resolving issues quickly and efficiently. We're here to help you succeed!

Alternatively, if you prefer, you can reach us directly via email at [contact@resellportal.com](mailto:contact@resellportal.com) for support or inquiries.

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