# **Jolly Technologies**

### How to submit a Technical Support Ticket online

**Scope:** Below you will find instructions on how to submit a Technical Support 'Ticket' using our online system. This will enable you and your team to easily submit and track a Technical Support request with our Jolly Technologies Technical Support Staff.

### Instructions:

- 1.) Visit <a href="http://www.jollytech.com">http://www.jollytech.com</a> in any current web browser.
- 2.) Under the 'Support' menu click on 'Submit a Ticket'



- 3.) You will be forwarded to the following secure link:
  - a. <a href="https://jolly.zendesk.com/anonymous-requests/new">https://jolly.zendesk.com/anonymous-requests/new</a>

Jolly Help Desk	login   sign up
HOME FORUMS SUBMIT A REQUEST CHECK YOUR EXISTING REQUESTS	
Submit a request	Submit a request for assistance
Your email address *	Fields marked with an asterisk (*) are mandatory.
	You'll be notified when our staff answers your request.
Subject*	
Description * Please enter the details of your request. A member of our support staff will respond as soon as possible.	
Time Zone	
Since we have employees and partners as well as customers around the world it is helpful to have time zone information in order to schedule return calls and webinars for our customers with support plans.	
Product	
-	



- 4.) Enter the required information such as:
  - a. Your e-mail address
  - b. Subject (A simple statement such as 'error when printing' for example)
  - c. Description (Details of the support request)
  - d. Also please enter the optional data to speed up the request:
    - i. Time Zone of your location
    - ii. Product and Version
    - iii. License Key
- 5.) Click on the 'Submit' button on the bottom right of the page
- 6.) Once submitted you may see the following text if you have not logged into the system before.

$\bigcirc$	You're almost done creating your request.
	We sent you an email to verify your request because you are not logged in. You can also log in now to verify your request.

## Welcome to the Jolly Help Desk!

Submit a request or send us an email at support@jollytech.com. We will do our best to get back to you within 8 business hours!

7.) If you were not logged in, check your email for a new message from <a href="mailto:support@jollytech.com">support@jollytech.com</a> and click the link inside the email to verify.

#### Please verify your request "Testing"



Hello,

We have received a request from you. Please click the link below to verify your email.

https://jolly.zendesk.com/verification/ticket/schinpynafrbqbp/

This email is a service from Jolly Help Desk..

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- 8.) If you are having trouble using the online ticket system you may contact our Technical Support Team via email:
  - i. <a>support@jollytech.com</a>
  - b. Or via phone if you have a current Technical Support Plan:
    - i. 650-594-5955

