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 http://www.jollytech.com 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. https://jolly.zendesk.com/anonymous_requests/new

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.

a.

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 support@jollytech.com and click the link inside the email to verify.

a.

Please verify your request "Testing"

Jolly Help Desk <support@jollytech.com>
Sent: Mon 9/9/2013 11:42 AM
To: Charles Saylor

Hello,

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

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

This email is a service from Jolly Help Desk..

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