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What to write in a support ticket for a site, e-mail, domain or invoice problem

Support & Account

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What to write in a support ticket for a site, e-mail, domain or invoice problem

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A ticket that **answers the obvious questions by itself** usually gets solved in the first reply. What changes from one problem to another is **what we ask for**: for a site it is the page address and the error, for e-mail it is the mailbox address and the program, for a domain it is the full name, for an invoice it is the number. This page gives you the list for each case, to copy into the ticket and fill in.

The general rule (the domain, what you expected and what happened, when it started, what you have tried) is in **how far our support goes**. Here is what to add for each kind.

What to add, by kind of problem

The problem	Always say	Helps even more
The site will not open or shows an error	The exact page address, the error text or number and the time you saw it	Whether it opens on another network (mobile data) and what changed before: an update, a new plugin. See **your site is down**.
The site is slow	Which pages, at what times, and whether it is slow for you or for everyone	The result of a measurement, with the tool's name and the date.
E-mail will not send or receive	The full mailbox address, the program (Outlook, phone…) and the error message in full	Whether it works in webmail, and whether it began after a password change. See **why your e-mail is not sending or receiving**.
A message bounced	The full bounce text, including the code (for example 550) and the destination address	The date and time you sent it and, if you can, the original header.
A domain	The full name, with the extension	What you want to do (point, transfer, renew) and where it is registered now.

The problem	Always say	Helps even more
An invoice	The invoice number and what you think is wrong	The proof of payment, if you paid, and the method you used.
I cannot sign in	Which of the logins (account, cPanel, webmail) and the message that appears	Whether you asked for a password reset and whether the e-mail arrived. See **which login you need**.
I suspect an intrusion	What looked strange and when	Do not delete anything before talking to us. See **how to tell if your site has been compromised**.

A template to copy

Paste this into the ticket and fill in what you know. What you do not know, leave blank or write “I do not know”: that is a valid answer.

```
Subject: [short problem] on [domain]
Domain / service:
Page address or mailbox:
What I expected:
What happens (the message in full):
Since when, and what changed before:
What I have already tried:
How to reproduce it (steps):
Computer and browser, or mail program:
```

1. **Write a subject with the problem and the domain.** “Error 500 on asuaempresa.co.mz since 2pm” helps; “Urgent” says nothing.
2. **Copy the error message instead of describing it.** The exact wording is a clue; “an error appears” is not.
3. **Attach a picture when it helps.** See **how to take a screenshot**.
4. **One problem per ticket.** Two subjects mixed together slow down both.

! **Do not write passwords in the ticket.**
We never need them to diagnose: we reach your account from the server side. If you already did, change the password afterwards.

Your IP address is gold

when you lost access to the site, cPanel or mail at the same time. See **how to find your public IP address**.

NEED A HAND?

Template filled in? Open the ticket and paste it.

Open a support ticket →

SEE ALSO

- **How to open a support ticket and see the history** →
- **How to take a screenshot or record your screen** →
- **How to find your browser, system and PHP version** →
- **How to find your public IP address** →

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