Support · DanumHost Specific

Opening a Support Ticket

Create a new ticket at /tickets/create with department and message.

Logged-in customers should open tickets so replies appear in the portal and link to their account.

Create a ticket

1. Go to `/tickets/create` or click **Open Ticket** from the tickets list.
2. Choose the department that best matches your issue (sales, billing, technical).
3. Enter a clear subject and detailed message. Include domain names, service IDs, and error messages.
4. Attach files if the form allows screenshots or logs.
5. Submit. You receive email copies when configured on your account.

Tips

One issue per ticket helps support resolve faster. Check the Knowledgebase before opening duplicate questions.

Downloaded from https://danumhost.co.uk/knowledgebase/article/portal-opening-a-support-ticket on 31-OCT-2026 12:31PM

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