Support

Open and manage support tickets in the client area or contact us without logging in.

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Support Tickets Overview

Manage support requests at /tickets in the client area.

The **Support Tickets** section at `/tickets` is the main channel for technical and billing help on your account.

List tickets

1. Open **Support Tickets** from the sidebar (requires ticket permission).
2. See open and closed tickets with status, department, and last update.
3. Click a ticket to read the full thread at `/tickets/{id}`.

Dashboard link

Your dashboard shows how many tickets are not closed so you can follow up quickly.

No access

Ask the account owner to enable **view / manage support tickets** for your team user if the menu is missing.

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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.

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Replying and Closing Tickets

Reply to staff, download attachments, and close resolved tickets.

Ticket conversations stay on the ticket detail page until you close them.

Reply

1. Open the ticket from `/tickets`.
2. Scroll to the reply form, type your update, and attach files if needed.
3. Submit. Staff are notified according to DanumHost workflow.

Attachments

Download staff attachments via secure links at `/tickets/attachments/{id}/download`. Only open files you expect.

Close

When the issue is solved, click **Close ticket**. You can open a new ticket if the problem returns rather than reopening very old threads when discouraged.

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Public Contact Without Login

Reach DanumHost at /support/contact when you do not have a client account.

Prospective customers and visitors without credentials can still contact DanumHost.

Contact form

1. Visit `/support/contact` on danumhost.co.uk.
2. Enter your name, email, subject, and message.
3. Complete any spam protection fields.
4. Submit. Support receives your message and responds by email.

Existing customers

If you already have an account, sign in at `/login` and use `/tickets/create` instead so your services and invoices are visible to staff. Mention your client ID or domain in either channel to speed up help.



Remote Support Sessions

Start a remote support session and download the DanumHost agent from /account/remote-support.

When enabled on your DanumHost account, **Remote support** lets you download a small agent so our team can assist on your computer safely.

Start a session

1. Open **Support → Remote support** at `/account/remote-support`.
2. Choose your operating system and briefly describe the issue.
3. Click **Start remote support session**.
4. Download and run the agent file from `/account/remote-support/{session}/download` on the computer that needs help.

Not available

If remote support is disabled for your plan, the page explains that you should open a **support ticket** instead. Sessions are rate-limited to prevent abuse.

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Rating Support Ticket Replies

Rate staff replies on tickets to help DanumHost improve support quality.

After DanumHost staff reply to your ticket, you may see a short **rating** prompt on that reply.

Leave a rating

1. Open the ticket at `/tickets/{id}`.
2. Find the rating control under the staff message.
3. Select a score or feedback option and submit.

Optional

Ratings are optional and do not affect whether your ticket stays open. Continue the conversation in the reply box if you still need help.

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