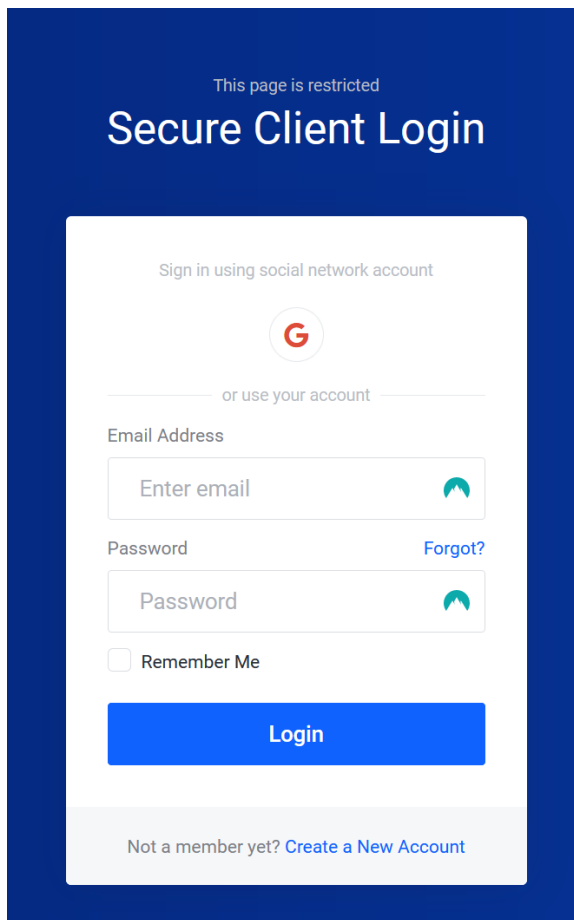


How do I open a support ticket?

Step 1


Sign in to the [Billing Area](#).



This page is restricted


Secure Client Login

Sign in using social network account




or use your account

Email Address

Enter email 

Password [Forgot?](#)

Password 

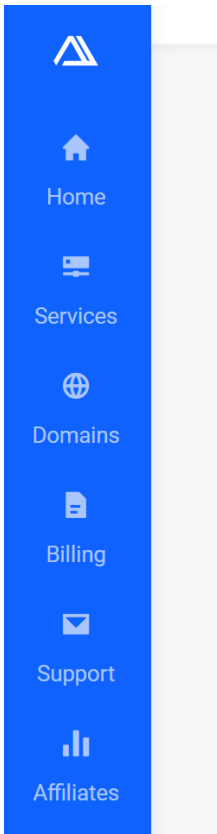
Remember Me

[Login](#)

Not a member yet? [Create a New Account](#)

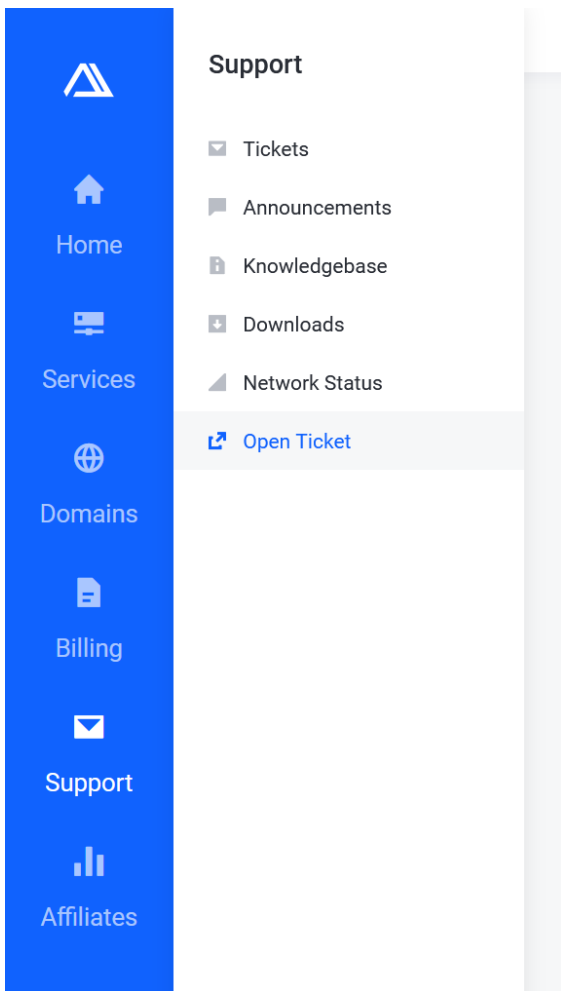
Step 2

Select the **Support** icon on the side navigation bar.



Step 3

Select **Open Ticket** in the sub-menu that appeared.



Step 4

Select the **Department** that closely resembles the issue you are having.

If you can't find a solution to your problems in our knowledgebase, you can submit a ticket by selecting the appropriate department below.

Choose Department

Sales

All questions for the non-existing clients can be entered here.

Minecraft Hosting Support

All questions, inquiries and issues relating to our Minecraft Services can be entered here.

Website Hosting Support

All questions, inquiries and issues relating to our Website Services can be entered here.

Billing

All questions, inquiries and issues relating to our Invoices and paypal gateway can be entered here.

Transfer Support

All questions, inquiries and issues relating to transferring your service between clients. Changing your server location and other transfer related questions can be entered here.

VPS/Dedicated Hosting Support

All questions, inquiries and issues relating to our VPS and Dedicated Servers can be entered here.

Domains Support

All questions, inquiries and issues relating to our Domain Services can be entered here.

Step 5

On the Ticket Information section on the top. Select the **Related Service** *if applicable*.

Department	Related Service	Priority
Minecraft Hosting Support	None	Medium

Message

Subject

Message

B
 I
 H

None

8192 // Diamond Server (Fraud)

0512 // Cloud Server (Cancelled)

0512 // Cloud Server (Cancelled)

8192 // Diamond Server (Completed)

0512 // Cloud Server - 1123 - 172.93.238.201:25570 (Terminated)

1024 // Air Server - 2683 - DA Test Server | AquatisHost - 66.11.114.34:25578 (Active)

1024 // Air Server - 2685 - EU Test Server | AquatisHost - 188.165.203.134:25568 (Active)

1024 // Air Server - 370 - CA Test Server | AquatisHost - 188.165.225.58:25585 (Completed)

MC - Website Hosting - aquatis.host (Terminated)

KVM-2G - vps.server.com (Terminated)

KVM-1G - vps2.aquatis.host (Terminated)

Step 6

Select the Priority of the ticket.

Priority

Medium

High

Medium

Low

Low Priority

- Max ticket response time of 24 Hours.
- Non-urgent ticket.
- Problem impacting product/service that's not impacting the end user's experience.
- Service is online/usable.

Medium Priority

- Max ticket response time of 12 Hours.
- Semi-urgent ticket.
- Problem impacting product/service that is slightly impacting the end user's experience.
- Service is sick/mostly usable.

High Priority

- Max ticket response time of 4 Hours.
- Urgent ticket.
- Problem impacting product/service is ultimately impacting the end user's experience.
- Service is offline/unusable.

Step 7

Fill in the Subject, summarizing your message in under a sentence.

Message

Subject

Message

Step 8

Fill in the Message, and attempt to put as much info as possible in the message box. The more information you put in, the fewer questions we have to ask which allows us to resolve your query faster.

The less information you put in the message. The more time it would take for us to figure out what the problem is. Below is an example.

Message

Subject

Minecraft server is not booting properly.

Message

B

I

H



Preview



My Minecraft server is not starting properly.



lines: 1 words: 7 saved

The more information you put in, the less time it will take for us to resolve or help you with your issue! Below is a great example. This example allows us to know the problem instantly and work to resolve it!

Message

Subject

Minecraft server is not booting properly.

Message

B **I** **H**



Preview



Hello, My server is currently not booting up when starting at all. The console is showing this message.

```
12.08 02:51:10 [Server] INFO Error: Unable to access jarfile /jar/spigot-1.144.4.jar
```

It can't locate the server jar, I've already tried using other jar files but I couldn't figure it out.



lines: 1 words: 47 saved

Step 9

Attach Files, *if applicable*.

Attachments

Select File

No file selected

+ Add More

Allowed File Extensions: .jpg, .gif, .jpeg, .png

Step 10

Submit the ticket, you will receive an email confirmation saying your ticket has been received with more information.

Submit

Cancel

Revision #9

Created 12 August 2022 04:22:11 by Joseph K

Updated 18 September 2022 01:40:57 by Joseph K