

HOWTO – Enter a New Support Ticket

Follow these steps to Enter a New Support Ticket

Go to <http://support.pacificcloudservices.com/> and Login.

The screenshot shows the Pacific Cloud Services PCS Help Desk & Support portal. At the top left is the logo and the text "PACIFIC CLOUD SERVICES PCS Help Desk & Support". At the top right, it says "Welcome" with links for "Login" and "Sign up". The main content area is divided into two columns. The left column is titled "Login to the support portal" and includes the instruction "Enter the details below". It features a text input field containing the email address "mhuss@pacificcloudservices.com", a password input field with masked characters "*****", a checkbox for "Remember me on this computer", a link for "forgot your password?", and a "LOGIN" button. Below this is a link for "...or Submit a new ticket" and a "New support ticket" button. The right column is titled "Sign up" and contains a "Sign up with us" button and a paragraph explaining that signing up provides access to the self-service portal and allows users to raise support tickets and track their status. At the bottom right of the page, there is a blue bar with a "Cookie policy" link.

Click "New Support Ticket"

PACIFIC CLOUD SERVICES PCS Help Desk & Support

Welcome Test Michael
Edit profile - Sign out

Home Solutions Forums Tickets

How can we help you today?

Enter your search term here... SEARCH

+ New support ticket
Check ticket status

Knowledge base

Community forums
No forum topic yet
Why don't you start a [Start a new topic?](#)

Home - Solutions - Forums - Tickets

Cookie policy

Fill in each field. Click “Submit” when done.

The screenshot shows the 'Submit a ticket' form on the Pacific Cloud Services PCS Help Desk & Support website. The form is titled 'Submit a ticket' and includes the following fields and options:

- Requester ***: A text input field containing the email address 'mhuss@pacificcloudservices.com'.
- Subject ***: A text input field containing 'BPC/MS backup issue'.
- Priority ***: A dropdown menu with 'Low' selected.
- Product ***: A dropdown menu with 'BPC MS' selected.
- Description ***: A rich text editor with a toolbar (Bold, Italic, Underline, Bulleted List, Numbered List, Text Color, Background Color, Link, Unlink, Undo, Redo) and a text area containing 'We are having a problem running our weekly backup.' Below the text area is a link that says 'Attach a file'.

At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The page header includes the Pacific Cloud Services logo, the title 'PACIFIC CLOUD SERVICES PCS Help Desk & Support', and a user greeting 'Welcome Test Michael' with links for 'Edit profile' and 'Sign out'. A navigation bar at the top contains 'Home', 'Solutions', 'Forums', and 'Tickets'. A blue footer bar at the bottom contains the breadcrumb 'Home - Solutions - Forums - Tickets' and a 'Cookie policy' link.

The Requester Field will be filled in with your email address.

Subject is what the topic of the ticket is.

Priority will vary depending on the topic of the ticket.

Example: System down –Urgent. Future system changes –Low.

Product will help explain what the ticket relates to.

Example: BPC MS – BPC Microsoft, BPC NW – BPC Netweaver, PCS IT – General.

Description is used to explain in more detail why the ticket is being entered.