Creating a new ticket on support portal

To create a new appeal, click on the three horizontal lines on the home page of my.webitel.com.

In the context menu that opens, click on the *Support Portals* field.

You should see the next page for choosing the type and creating a message on the technical support portal. You can also always open this page by going to http://support.webitel.com/

Choose the type of appeal that interests you. Under each type of appeal is a brief description of its purpose. If the type of appeal is chosen incorrectly, it remains active and will be processed, but its type can be changed by technical support agents.

For example, select the type of request *technical support*. The next page is almost the same no matter what type of appeal you choose. Main fields are always present, such as:

- **Summary** - a brief description, and the name of the question that interests you.
- **Description** - a detailed description of the existing problem or question. From the detail of the description directly depends on the time of finding a solution and correcting your problem or question.
- **Component** - here you can specify from the list the components or the product that relates to your appeal. This helps technical support group and quickly find solutions for your calls. This field is optional.
- **Attachment** - this field allows you to attach a file that will help us better understand your problem. For example, a screenshot with error, or a file with logs.

Also note that when filling in the fields, in the right corner you will see articles on the subject of your appeal, which can help you solve this problem yourself. These articles are part of the documentation and knowledge base with answers to frequently asked questions that are available here: Welcome to Webitel
If you did not find the answer to your question in the documentation, click the *Create* button to create an appeal.