

Ticketing System

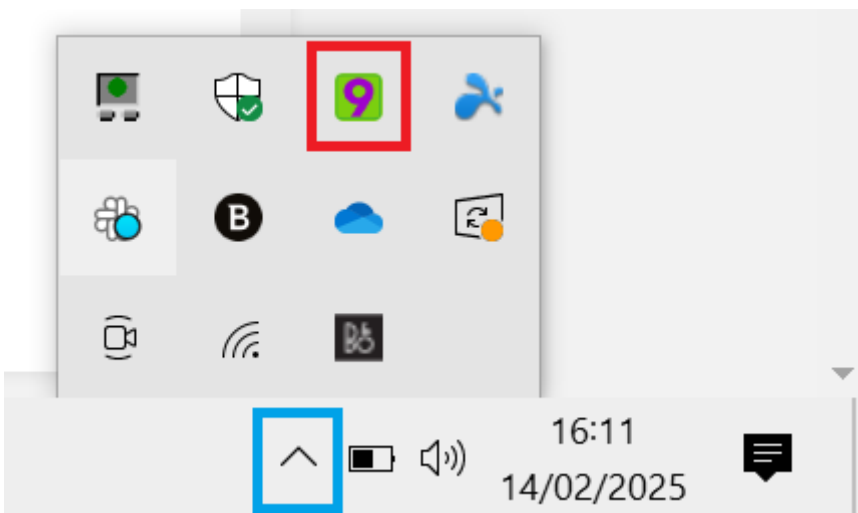
Pages relating raising a ticket

- [How to raise a Ticket with 9 Technology Group LTD](#)
- [How to raise a Ticket with 9 Technology Group LTD \(Superops\)](#)

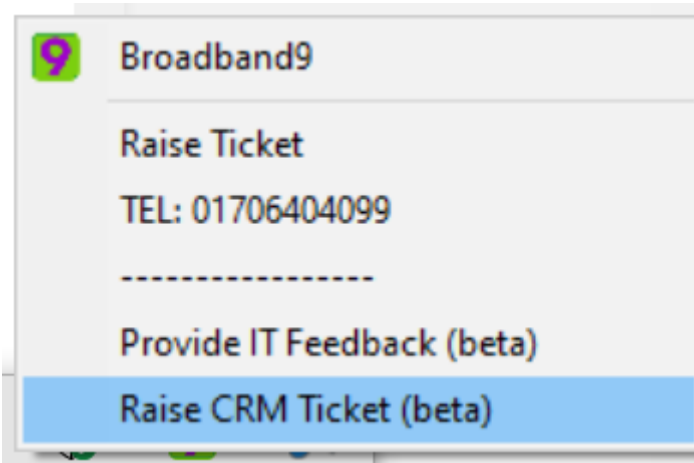
How to raise a Ticket with 9 Technology Group LTD

Method 1: via the 9 Logo on your task bar

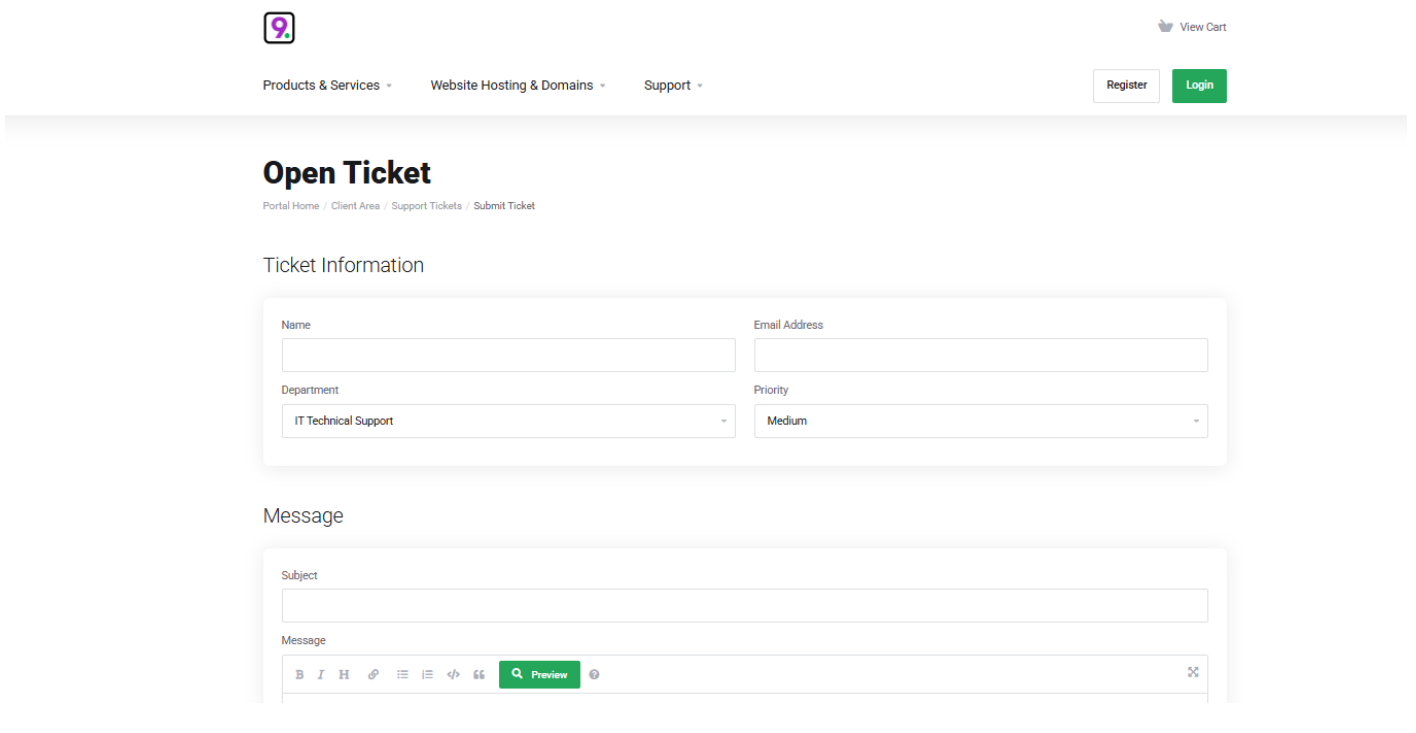
1. On the bottom right of your screen, locate the **Purple Number 9 icon** and click on it. Sometimes it might be hiding in the up-arrow menu (Highlighted Blue).



2. Click the “**Raise CRM Ticket**”, after which it should open your web browser to the CRM ticket creation page.



3. Fill in the ticket with whatever details that are required, then click **Submit**. After submitting the ticket, the ticket will be received by the relevant department you have chosen in the ticket.



Method 2: Via the Online form

There is an online form that you can access directly.

[Press me for IT Support](#)

You can bookmark the link.

Method 3: Via Email

You may email in your Support enquiry by emailing to ticket@9.technology

This will automatically get raised within our system as an IT Support ticket for our team to look at and respond to.

Method 4: Via telephone

These are our telephone and email contacts for your convenience :

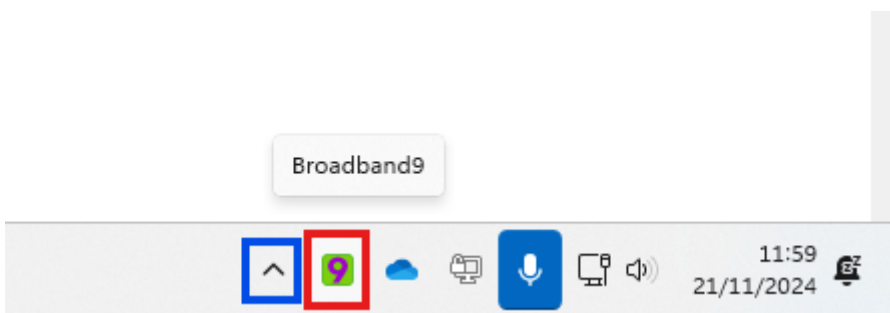
Email addresses:	
Technical Support	<u>ticket@9.technology</u>
Finance / Invoice Enquiries	<u>accounts@9.technology</u>
Sales Email	<u>Sales@9.technology</u>

Account Management	iby@9.technology
Confidential Feedback	feedback@9.technology
Contact Numbers:	
Telephone Contact (Support and other enquiries)	01706 404099
WhatsApp Contact	03330 509960
IT Support Hours	9am - 5PM Monday to Friday (Including Bank Holidays)
Out of Hours	Email / Ticket only
Emergency Mobile	07864601301 (Ibrahim / Director)
Portal Links:	
Your 9TG Account Login Site	https://portal.9.technology/index.php?rp=/login


How to raise a Ticket with 9 Technology Group LTD (Superops)

Method 1: Via the 9 Logo on your task bar

1. On the bottom right of your screen, locate the **Purple Number 9 icon** and click on it. Sometimes it might be hiding in the up-arrow menu (Highlighted Blue).



2. Click the **“Raise Ticket”**, after which it should open your web browser to the Superops ticket creation page.

 **Broadband9**

Raise Ticket

TEL: 01706404099

Provide IT Feedback (beta)

Raise CRM Ticket (beta)



It will then bring up a web page asking you for the details of your enquiry.

— □ ×

Raise Ticket

Submit

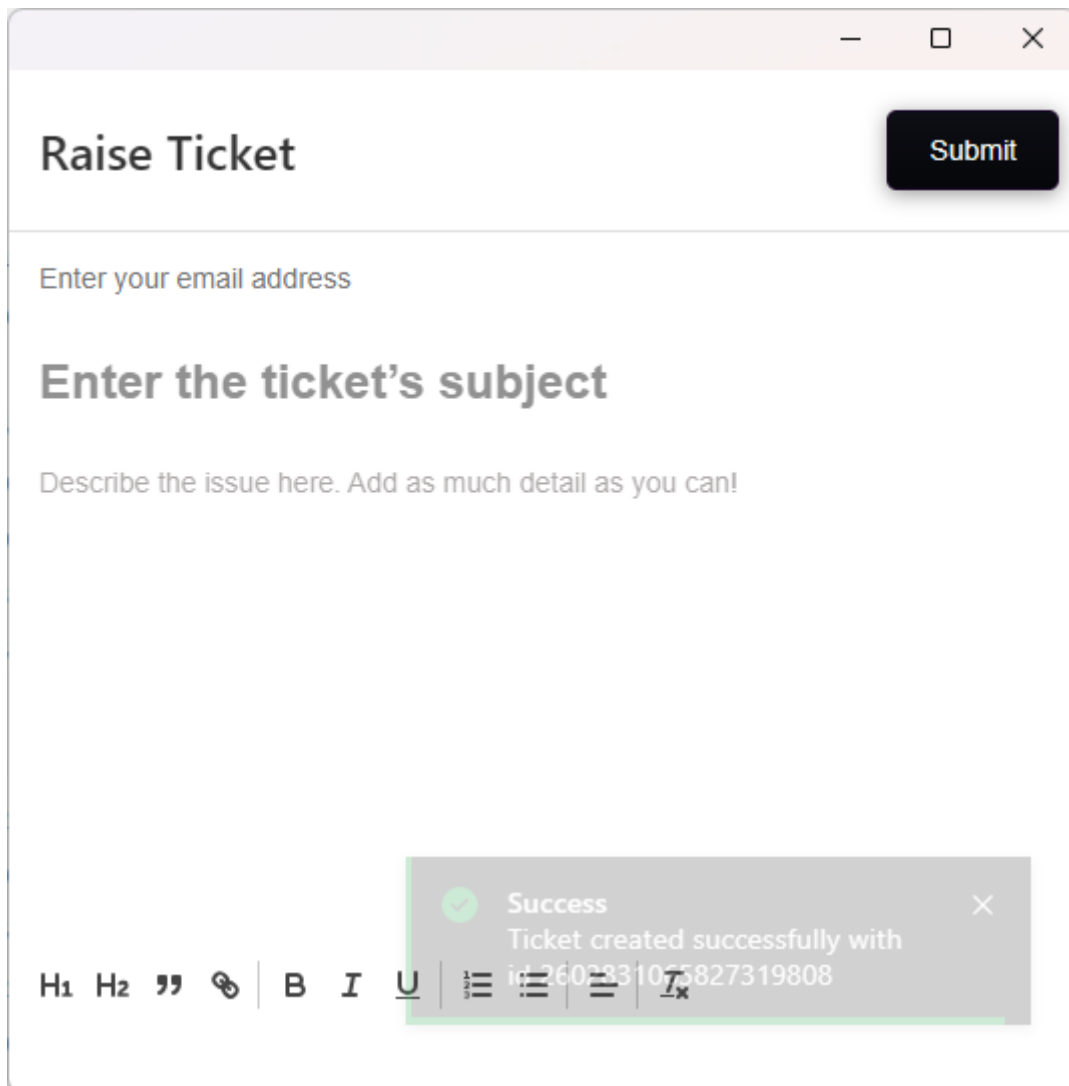
Enter your email address

Enter the ticket's subject

Describe the issue here. Add as much detail as you can!

H1 H2 " " | B I U | ☰ ☷ | ☰ | *I*_x

3. Fill in the ticket with whatever details that are required, then click **Submit**. After submitting the ticket, the ticket will be received by the relevant department you have chosen in the ticket.



The image shows a web browser window titled "Raise Ticket". The page has a header with the title "Raise Ticket" on the left and a "Submit" button on the right. Below the header, there is a form with the following elements:

- A text input field with the placeholder text "Enter your email address".
- A section titled "Enter the ticket's subject" in bold.
- A text area with the placeholder text "Describe the issue here. Add as much detail as you can!".
- A rich text editor toolbar at the bottom left with icons for H1, H2, quote, link, bold (B), italic (I), underline (U), bulleted list, numbered list, indent, and strikethrough.
- A success message box at the bottom right that says "Success" with a green checkmark icon and "Ticket created successfully with id: 2603331055827319808".

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