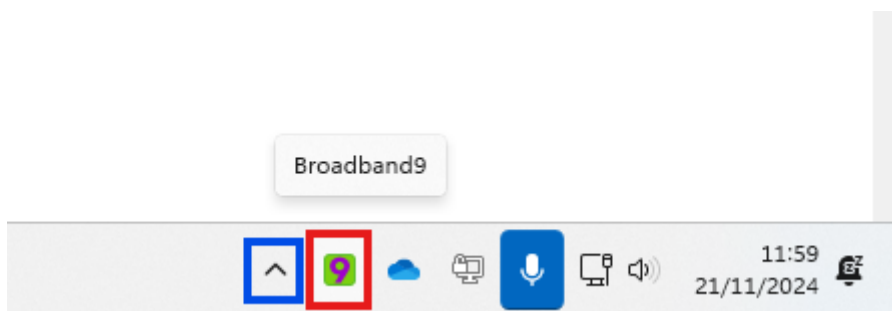



# How to raise a Ticket with 9 Technology Group LTD (Superops)

## 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**

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**Raise Ticket**

TEL: 01706404099

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**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**

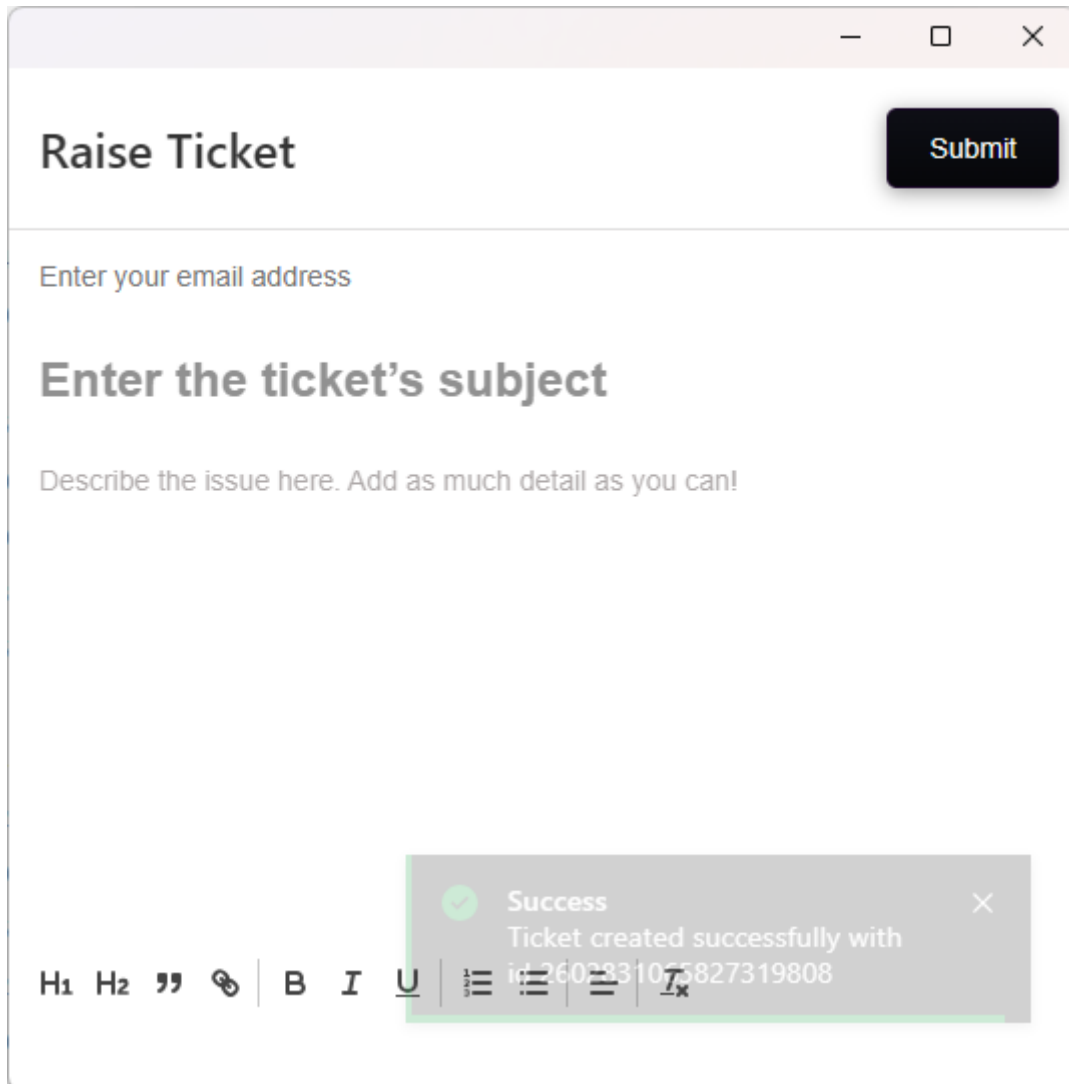
Enter your email address

### Enter the ticket's subject

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

H1 H2 " " | B I U | ☰ ☷ | ☰ | *I*<sub>x</sub>

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 in the bottom right corner that says "Success" with a green checkmark icon and "Ticket created successfully with id: 2602331055827319808".

## Method 2: Via email

You may email in your Support enquiry by emailing to [ticket@9.technology](mailto: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 3: Via telephone

These are our telephone and email contacts for your convenience :

<b>Email addresses:</b>	
<b>Technical Support</b>	<a href="mailto:ticket@9.technology">ticket@9.technology</a>
<b>Finance / Invoice Enquiries</b>	<a href="mailto:accounts@9.technology">accounts@9.technology</a>
<b>Sales Email</b>	<a href="mailto:Sales@9.technology">Sales@9.technology</a>
<b>Account Management</b>	<a href="mailto:iby@9.technology">iby@9.technology</a>
<b>Confidential Feedback</b>	<a href="mailto:feedback@9.technology">feedback@9.technology</a>
<b>Contact Numbers:</b>	
<b>Telephone Contact (Support and other enquiries)</b>	01706 404099

<b>WhatsApp Contact</b>	03330 509960
<b>IT Support Hours</b>	9am - 5PM Monday to Friday (Including Bank Holidays)
<b>Out of Hours</b>	Email / Ticket only
<b>Emergency Mobile</b>	07864601301 (Ibrahim / Director)
<b>Portal Links:</b>	

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Revision #5

Created 21 November 2024 11:54:47 by Broadband9Admin

Updated 21 November 2024 12:07:03 by Broadband9Admin