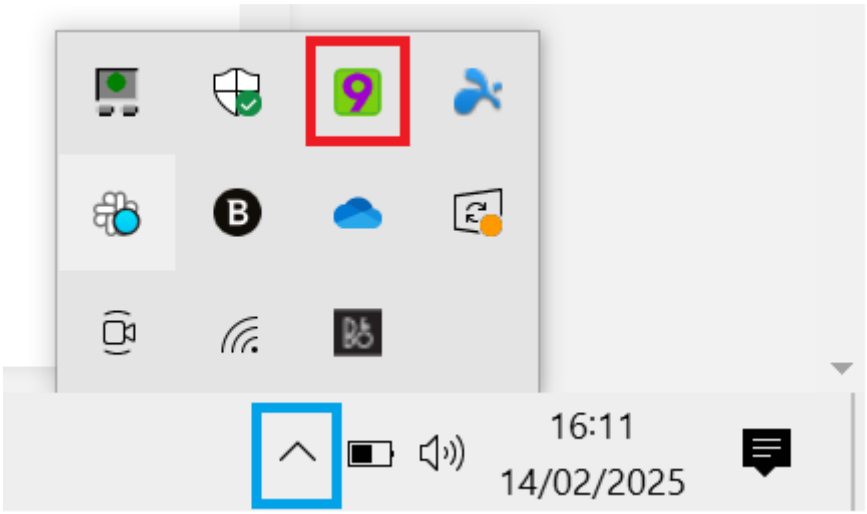
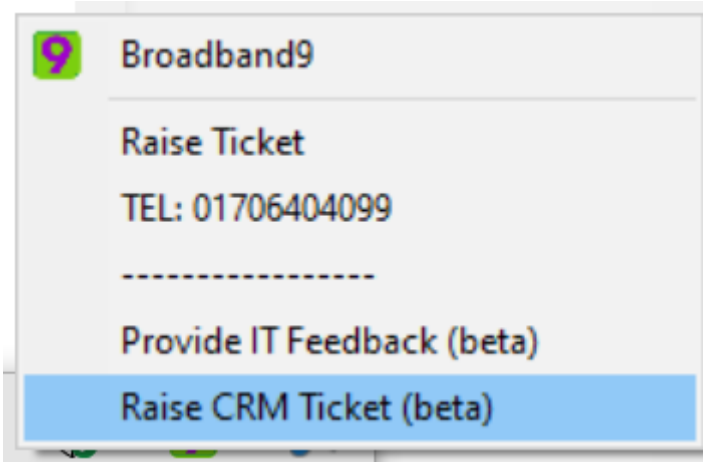
How to raise a Ticket with 9 Technology Group LTD

Method 1: via the 9 Logo on your task bar

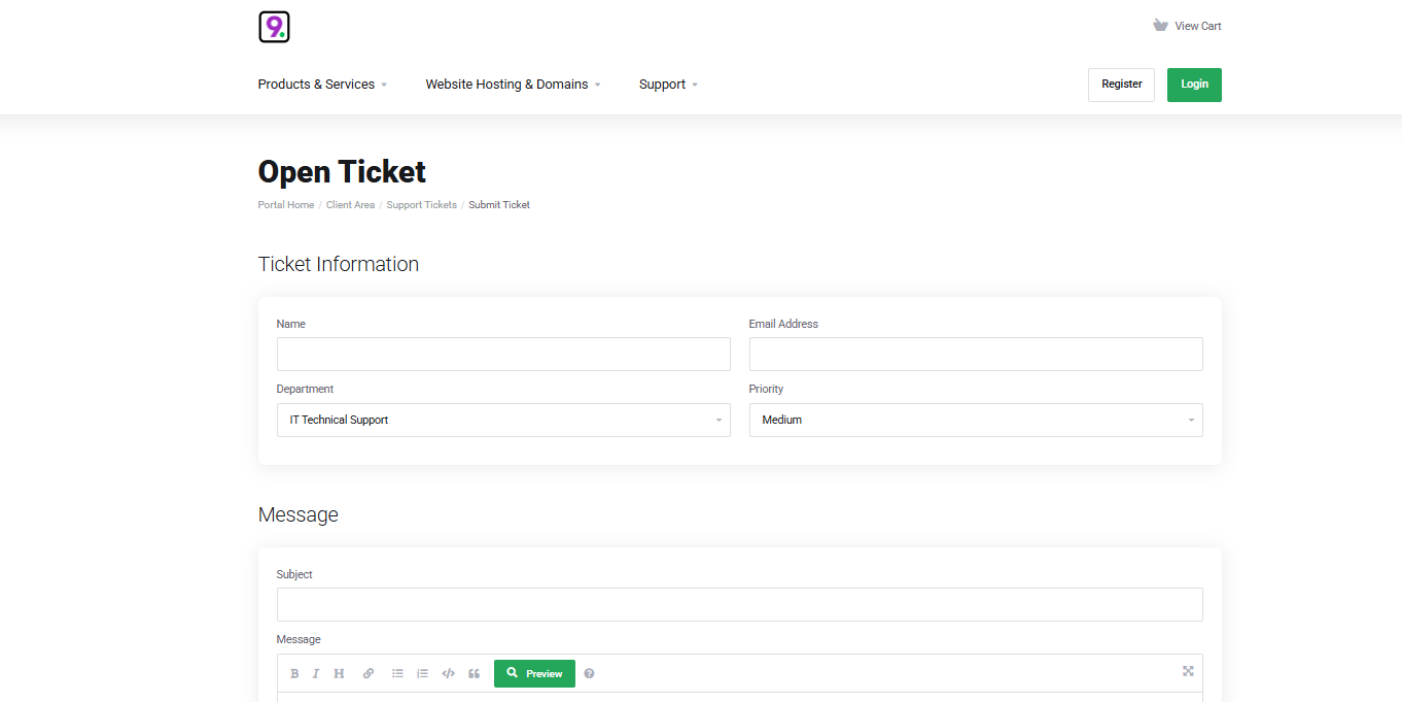
1. On the bottom right of your screen, locate the **Purple Number 9 icon** and click on it. Sometimes it might be hiding in the up-arrow menu (Highlighted Blue).



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	ticket@9.technology
Finance / Invoice Enquiries	accounts@9.technology
Sales Email	Sales@9.technology

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

Revision #2
Created 13 November 2024 15:26:20 by Broadband9Admin
Updated 21 February 2025 15:04:50 by Broadband9Admin