Understand How to Open/Check Support Tickets with the Umbrella Support Platform

Contents Introduction Overview How to access/use the Support platform

Introduction

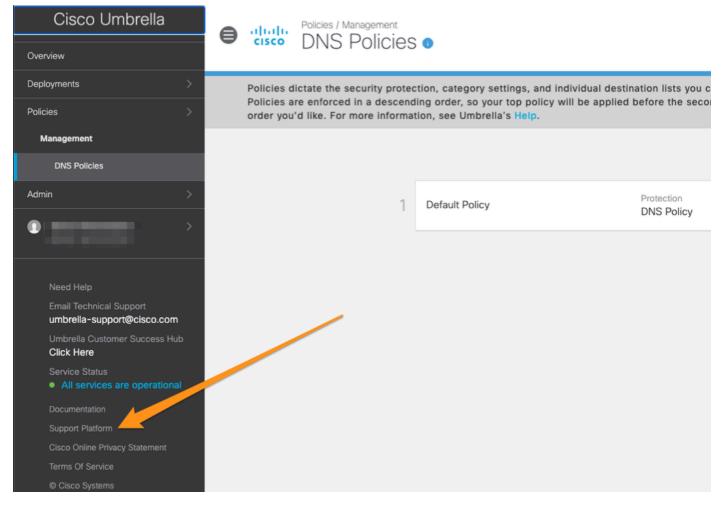
This document describes how to open and check support tickets using the Umbrella support platform.

Overview

Some companies prefer to use email aliases (without actual mailboxes) as their access/login to the Umbrella Dashboard. This can cause issues when interacting with the Umbrella Support team via email. The Umbrella Support team also requires, on occasion, permission from a Full Admin of the subscription to access the Umbrella Dashboard for troubleshooting purposes - if there is no attached email mailbox to an email alias, Umbrella Support is unable to gain permission for access.

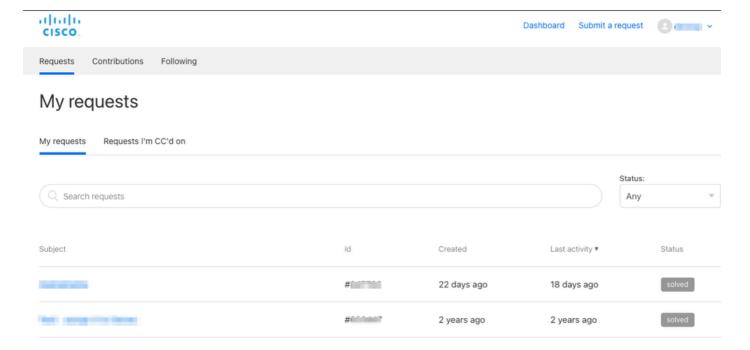
How to access/use the Support platform

• For a standalone organization (Not managed by a parent organization), the Support platform can be accessed from your Umbrella Dashboard:



Click on "Submit a request" to open a new ticket or your username in the upper right corner and select "My activities" to see your existing tickets:





• For a child Org (a dashboard client managed by a parent organization), the Support platform displays a request form to automatically submit to a designated Support Contact of the MSP/Multi-Org:

