

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

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## 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:

Cisco Umbrella

Overview

Deployments >

Policies >

Management

DNS Policies

Admin >

Need Help

Email Technical Support  
umbrella-support@cisco.com

Umbrella Customer Success Hub  
Click Here

Service Status  
● All services are operational

Documentation

Support Platform

Cisco Online Privacy Statement

Terms Of Service

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Policies / Management

DNS Policies ⓘ

1

Default Policy

Protection  
DNS Policy

Policies dictate the security protection, category settings, and individual destination lists you c

Policies are enforced in a descending order, so your top policy will be applied before the seco

order you'd like. For more information, see Umbrella's [Help](#).

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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:

Cisco Umbrella

Umbrella Security Platform

DNS Layer Security

Roaming Client

Secure Internet Gateway

Submit a request

How can we help?

Q Search articles

Popular searches: [roaming\\_client](#) [customization](#) [user](#)


Profile

Requests

Activities

Sign out

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DashboardSubmit a request

RequestsContributionsFollowing

## My requests

My requestsRequests I'm CC'd on

Status: Any

Subject	Id	Created	Last activity	Status
	#	22 days ago	18 days ago	solved
	#	2 years ago	2 years ago	solved

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- **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:

Cisco Umbrella

Overview

Deployments

Policies

Reporting

Investigate

Admin

Amala

office

Documentation

Support Platform

Learning Center

Cisco Online Privacy Statement

Contact Support for office of the insurance commissioner-...

Subject

Briefly describe your question or support issue

Details

Fill in details here. Please try to be as specific as possible.

CANCEL

SEND

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