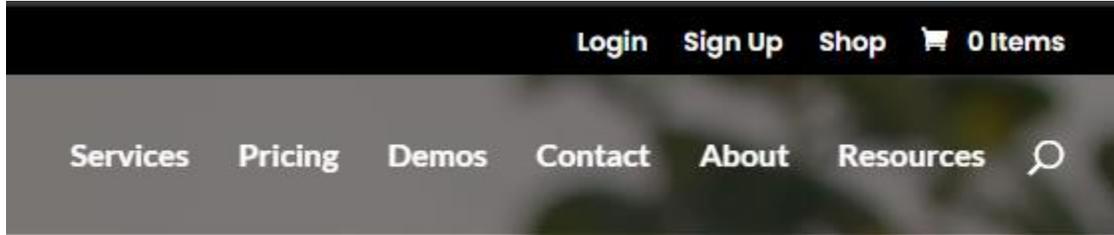


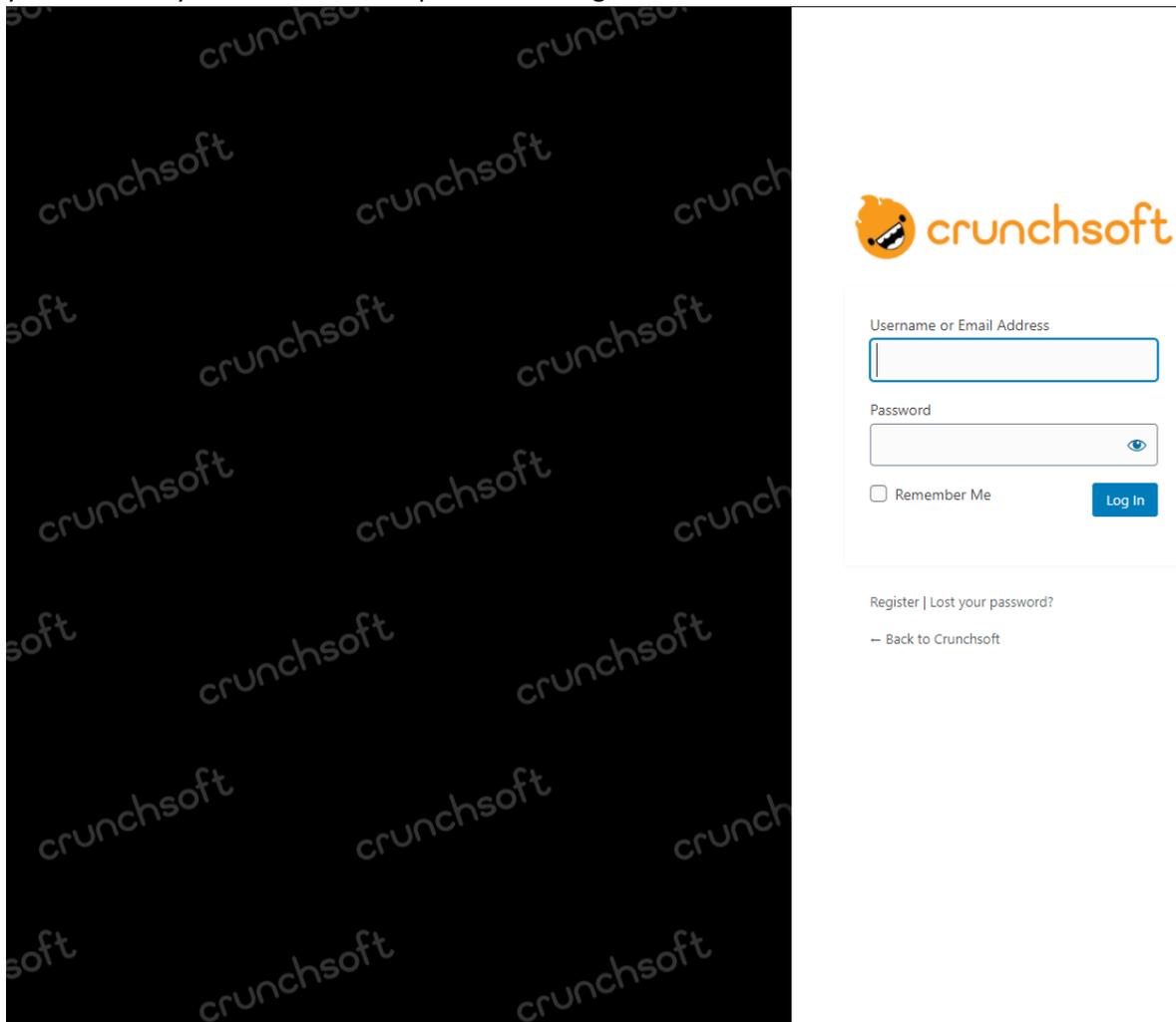
Crunchsoft: How to submit a support ticket via Crunchsoft.com

Step 1: Open your web browser and go to www.Crunchsoft.com

Step 2: Click on “Login” (in the upper right)



Step 3: Returning users can log in using their username and password. If this is your first time using the Crunchsoft Support ticketing portal you will need to register and set up your account. You can do this by clicking on the “Register” link on the login screen or “Sign Up” from Step 2. If you already have account, you can enter your user name and password to log in.



Step 4a: New account registration by selecting a username and entering your preferred email. You will receive an email and be redirected to Crunchsoft where you can create your own password or use the suggest password page. You are then able to enter your username and password to log in.



Register For This Site

Username

Email

Registration confirmation will be emailed to you.

[Register](#)

[Log in](#) | [Lost your password?](#)

[← Back to Crunchsoft](#)

Step 4b: You will receive an email and be redirected to Crunchsoft where you can create your own password or use the suggest password page. You are then able to enter your username and password to log in.



Enter your new password below.

New password

Hint: The password should be at least twelve characters long. To make it stronger, use upper and lower case letters, numbers, and symbols like ! " ? \$ % ^ &).

Reset Password

[Log in](#) | [Register](#)

[← Back to Crunchsoft](#)

***Note** – if you lost your password you can click on the “Lost your Password” link located on the support login form. Enter the email you used to create the account when you registered. You will be instructed to go to your email for your Password reset instructions. Follow those instructions to reset your password and you will be able to log in again. If this does not work please call us at (715)502-3155 or email support@crunchsoft.com directly.

Step 5a: Once logged in you will be directed to the “My Account” Page. Click on “Support” to go to the ticketing portal.

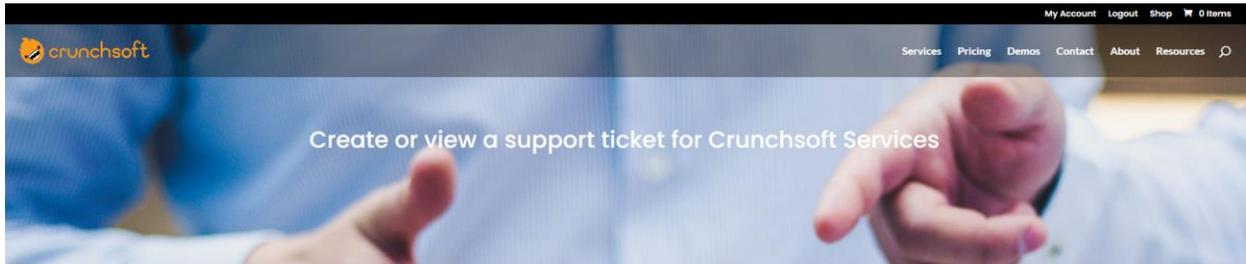


[Account Home](#) [Support](#) [Orders](#) [Downloads](#) [Addresses](#) [Payment Settings](#) [Details](#)

Hello bweequal [not bweequal? [Log out](#)]

From your account dashboard you can view your [recent orders](#), manage your [shipping and billing addresses](#), and [edit your password and account details](#).

Step 5b: From here you can submit new tickets for any of your support issues by clicking on the orange “+New Ticket” button. Fill out the form below and submit your ticket. Support staff will respond ASAP.



Create or view a support ticket for Crunchsoft Services

[Account Home](#) [Support](#) [Orders](#) [Downloads](#) [Addresses](#) [Payment Settings](#) [Details](#)

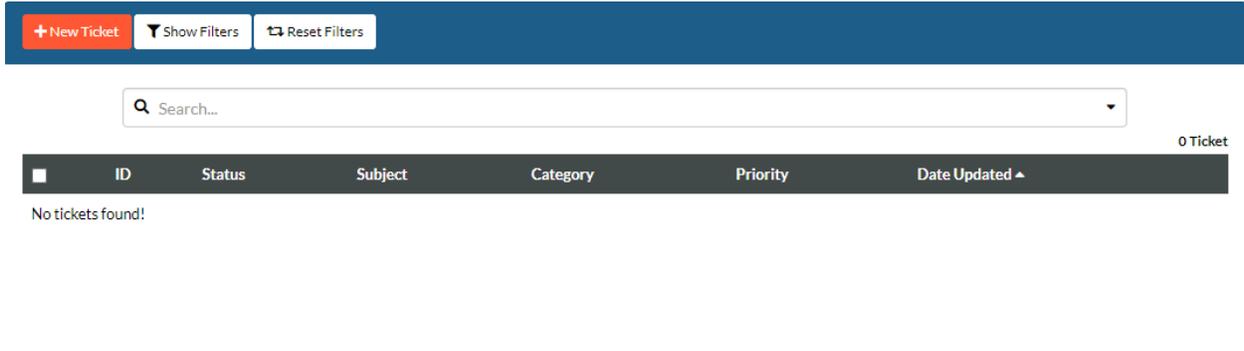
[+New Ticket](#) [Show Filters](#) [Reset Filters](#)

Search...

ID	Status	Subject	Category	Priority	Date Updated
<input type="checkbox"/> 14043140	Closed	Training KJ	Other	Low	3 months ago

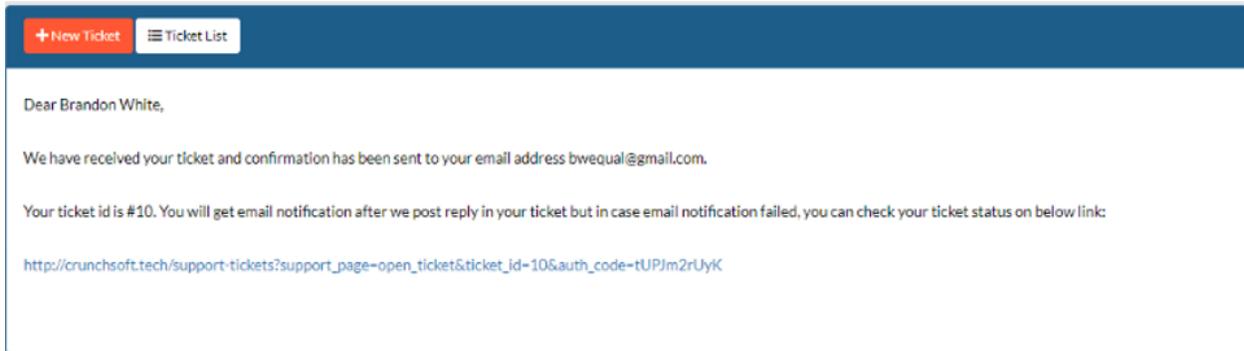
1 Ticket

***Note** - you can attach a file to your ticket for support staff to view. This could be a screenshot of the issue for example. Please only use the blue "Attach file" link below the message box to attach any files.



The screenshot shows a ticket management interface. At the top, there are three buttons: "+ New Ticket" (orange), "Show Filters" (blue), and "Reset Filters" (blue). Below these is a search bar with a magnifying glass icon and the text "Search...". To the right of the search bar, it says "0 Ticket". Below the search bar is a table with the following columns: ID, Status, Subject, Category, Priority, and Date Updated. The table is currently empty, and the text "No tickets found!" is displayed below it.

Step 6: You will be informed your ticket submission was successful and also receive a confirmation email. **You will receive an email once the support team responds to your ticket.**



The screenshot shows a confirmation email template. At the top, there are two buttons: "+ New Ticket" (orange) and "Ticket List" (blue). The email body contains the following text:

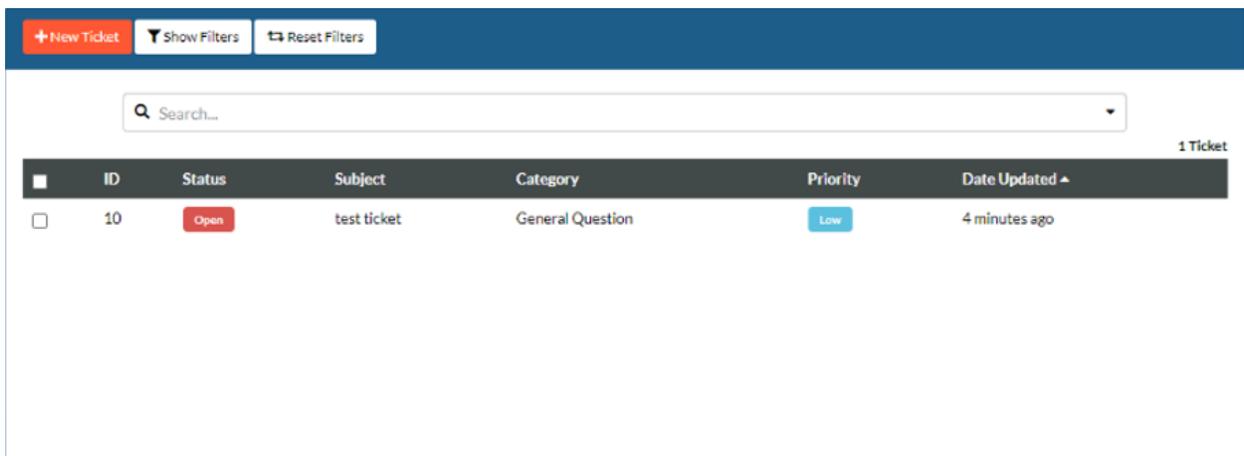
Dear Brandon White,

We have received your ticket and confirmation has been sent to your email address bwequal@gmail.com.

Your ticket id is #10. You will get email notification after we post reply in your ticket but in case email notification failed, you can check your ticket status on below link:

http://crunchsoft.tech/support/tickets?support_page=open_ticket&ticket_id=10&auth_code=tUPJm2rUyK

Step 7: You can view all your tickets (open or resolved) by clicking on the "Ticket List" button. You can click on the ticket itself to open it up.



The screenshot shows a ticket management interface. At the top, there are three buttons: "+ New Ticket" (orange), "Show Filters" (blue), and "Reset Filters" (blue). Below these is a search bar with a magnifying glass icon and the text "Search...". To the right of the search bar, it says "1 Ticket". Below the search bar is a table with the following columns: ID, Status, Subject, Category, Priority, and Date Updated. The table contains one row with the following data:

ID	Status	Subject	Category	Priority	Date Updated
10	Open	test ticket	General Question	Low	4 minutes ago

Step 8: When viewing a specific ticket you will be able to view replies by our support staff. You are also able to write and submit your reply to those messages. To reply simply write your message in the text field and click on the green “Submit Reply” when your message is complete.

Step 9: Once the support staff replies to your ticket you will be notified via email. You can then return to the Crunchsoft Support Portal to view the response. You will notice that your ticket status will have changed from “Open” to “Awaiting Customer Reply”. Click on your ticket to open and view the reply.

ID	Status	Subject	Category	Priority	Date Updated
10	Awaiting customer reply	test ticket	General Question	Low	6 seconds ago

Step 10: Once your support issue has been resolved your ticket status will change to “Closed”. You are still able to view the closed ticket however you will be unable to reply once a ticket is closed.

Step 11: After your ticket is closed and your support related issue has been resolved you are able to submit a new ticket if needed or you can click on “Logout” at the top of the page to leave the Crunchsoft Support Ticket Portal.

Thank you for using this guide!

If you have any questions or issues regarding this guide or the ticket portal please feel free to contact us via phone or email.

Phone # (715)-502-3155

E-Mail support@crunchsoft.com