

Crunchsoft: How to use the Support Ticket System

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

Step 2: Login into the account Crunchsoft provided to you.

***Note** – if you forget your password you can click on the “Lost Password” link located on the 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 you are unable to reset your password this way, please call us at (715)502-3155 or email support@crunchsoft.com directly.

Step 3: Once logged in you can access “Support” from your account dashboard. 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.

***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.

Step 4: You will be informed your ticket submission was successful and receive a confirmation email. **You will receive an email once the support team responds to your ticket.**

Step 5: 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.

Step 6: When viewing a specific support 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 7: 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

Step 8: 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 9: 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 support ticket portal please feel free to contact us via phone or email.

Phone # (715)-502-3155

E-Mail support@crunchsoft.com