

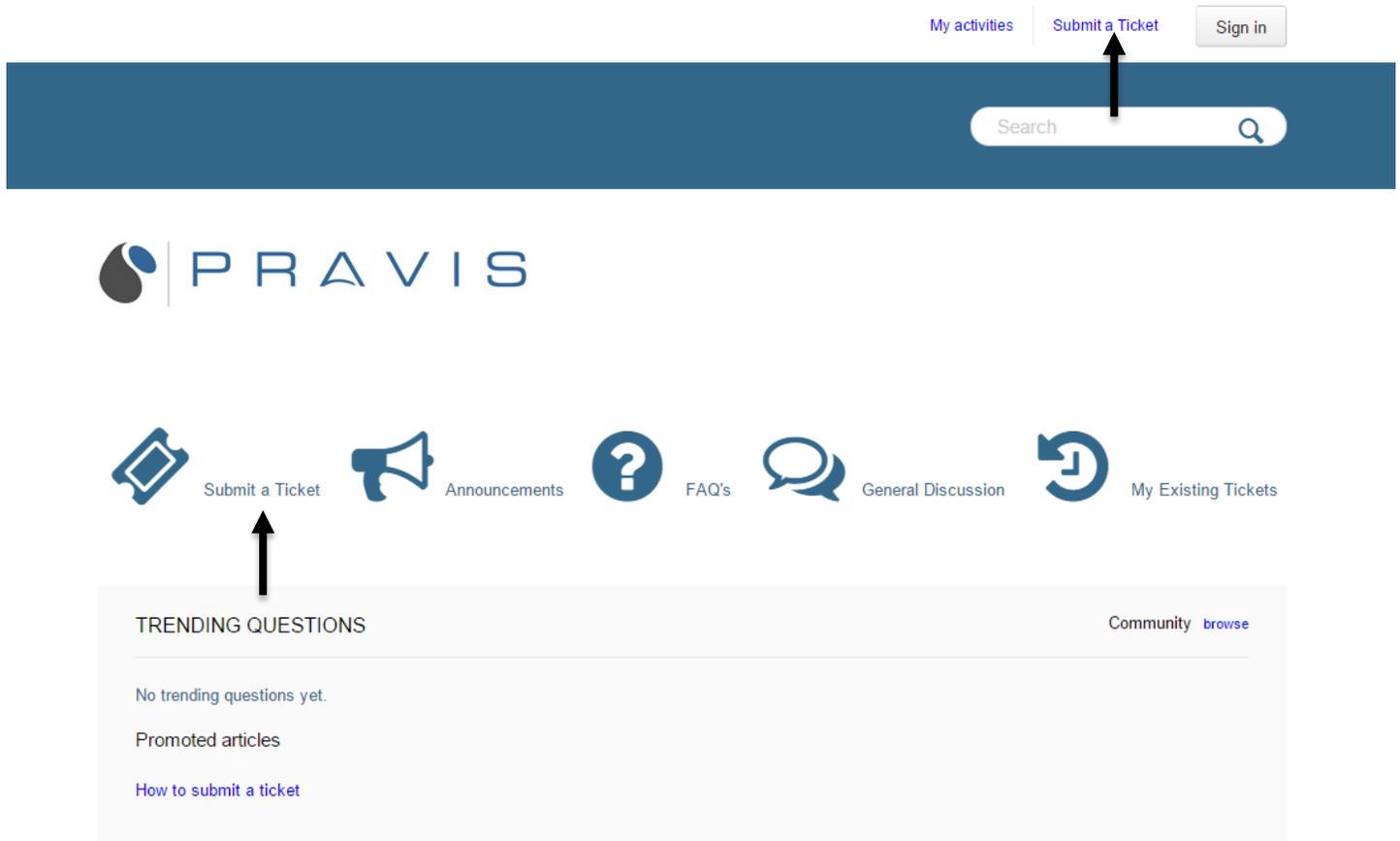


How to submit a ticket

How to submit a ticket

To submit a ticket, open your web browser and go to support.pravis.com.

You can submit a ticket to the help desk by clicking on the “Submit a Ticket” link. This link can be located on the Homepage, as well as the top right corner of your screen.



The screenshot displays the top navigation bar of the Pravis support website. On the right side, there are three items: a link for "My activities", a link for "Submit a Ticket" (highlighted with a black arrow), and a "Sign in" button. Below these is a search bar with the text "Search" and a magnifying glass icon. The main content area features the Pravis logo on the left. A horizontal row of navigation icons includes: a ticket icon labeled "Submit a Ticket" (with an arrow pointing to it), a megaphone icon labeled "Announcements", a question mark icon labeled "FAQ's", a speech bubble icon labeled "General Discussion", and a circular arrow icon labeled "My Existing Tickets". Below this row is a section titled "TRENDING QUESTIONS" with a "Community browse" link. The content under this section includes the text "No trending questions yet.", "Promoted articles", and a link "How to submit a ticket".

This link will direct you to the ticket submission form.



[Pravis Support](#) > Submit a request

Submit a Ticket

I need help with...

From the drop down list, select the form that correlates with what task or issue you need assistance with.



[Pravis Support](#) > Submit a request

Submit a Ticket

I need help with...

- Creating an account for a new employee
- Disabling access for a separated employee
- Getting an account unlocked
- Getting a website unblocked
- A critical issue that is affecting

Fill out the form with the required information. The required fields will vary depending on what task or issue you need assistance with.

Submit a Ticket

I need help with...

Office Location*

Please select your office location

Website address you need unblocked*

Please enter the url of the web address that you need unblocked.

Your Name*

Please enter your full name.

Your Contact Number*

Your email address*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

 Add file or drop files here

Submit

After you have finished inputting the requested information, click “Submit” at the bottom of the page.

Submit a Ticket

I need help with...

Office Location*

Please select your office location

City

Website address you need unblocked*

Please enter the url of the web address that you need unblocked.

Your Name*

Please enter your full name.

Your Contact Number*

Your email address*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

 Add file or drop files here



You will then receive a confirmation email. One of our technicians will respond as soon as possible.

✓ Your request was successfully submitted. You should receive a confirmation email shortly.

[My activities](#)

[Submit a Ticket](#)

Search



Submit a Ticket



Announcements



FAQ's



General Discussion



My E