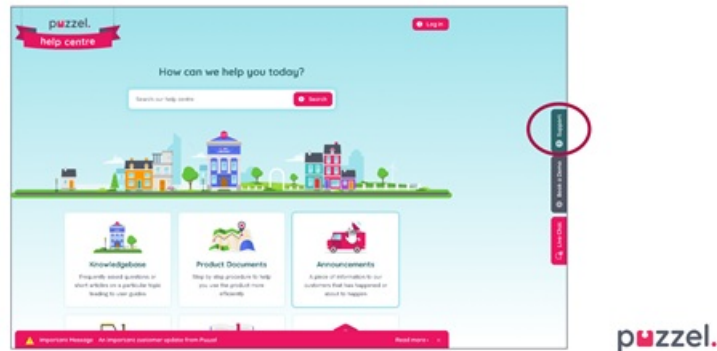


## How to log a ticket to Customer Care

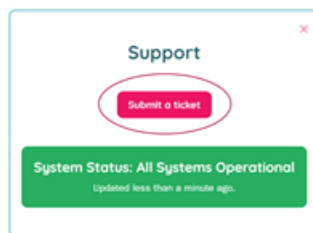
### How to log a Ticket

Step 1: On the Help Homepage <https://www.help.puzzel.com/> click on the Support tab



### How to log a Ticket

Step 2: Click Submit a Ticket



Step 3: Fill out the form

**Submit a request**

Please choose your reason for submitting a request from the drop down below.

I need to change something

I have a problem

I need info

Suggest a feature

## Submit a Ticket

Please choose your reason for submitting a request from the drop down below

I have a problem

Your name

John Surname

Your email address

john.surname@test.com

Subject

I have a problem

Description

Please enter the details of your issue and include examples which might help us troubleshooting.

Customer ID

Which area is your request about?

- None -

Impact

- None -

Urgency

- None -

Attachments

Choose files No file chosen

Maximum 3 files.

10 MB limit.

Allowed types: gif, jpg, jpeg, png, txt, rtf, odf, pdf, doc, docx, ppt, pptx, xls, xlsx, csv, xml, avi, mov, mp3, mp4, ogg, wav, bz2, gz, rar, svg, tar, zip.

Submit