

# How to log a ticket to Customer Care

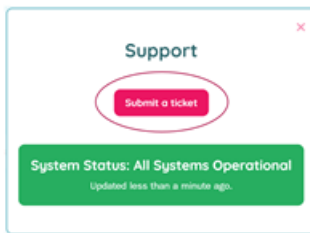
## How to log a Ticket

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 Ticket

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

Your name

Your email address

Subject

Description

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

Customer ID

Which area is your request about?

Impact

Urgency

Attachments

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.