

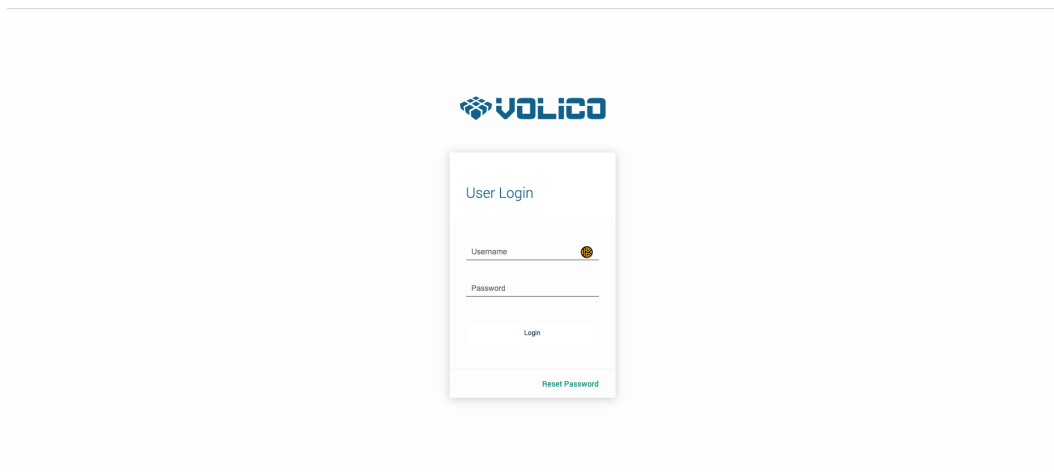
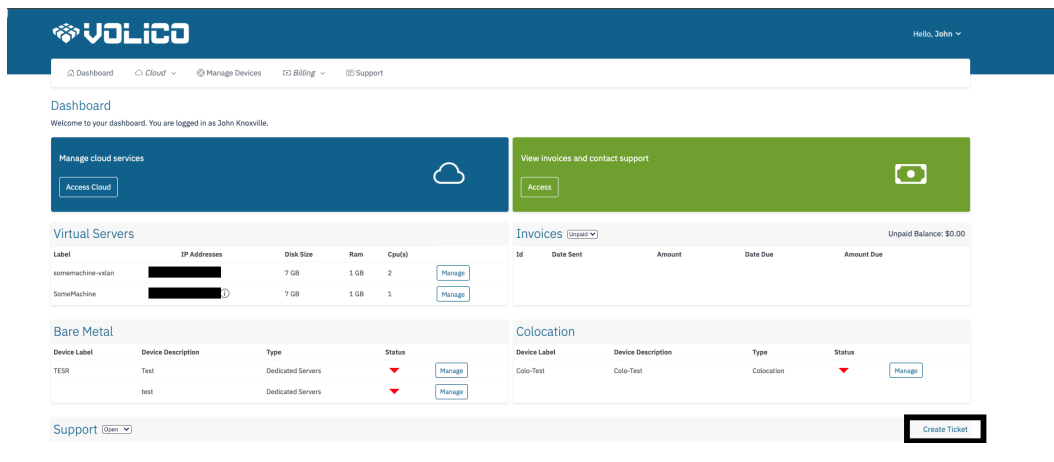
Support Requests

Before you submit a support request, please review the following article [What should I do before submitting a support ticket?](#) to provide as much information as possible. This will help us better understand and address your issue.

Logging into MyVolico Account

1. **Visit the MyVolico Homepage:** Open your web browser and navigate to the [MyVolico](#) homepage.
 - a. If this is your first time accessing the portal, use the forgot password option to setup your account.
 - https://my.volico.com/login/forgot_password
2. **Locate the Support Table:** Once on the homepage, find the support table.
3. **Create a New Ticket:** Within the support table, locate and click on the option to create a new ticket. This action is typically initiated to seek assistance or report an issue.
4. **Login Prompt:** At this point, you may be prompted to log in again for security purposes. Use the same login credentials (username and password) that you used to access your MyVolico account initially.
5. **New Window:** A new window will open, showing you any current tickets
6. **Support Menu:** Use the side menu to locate the support tab
7. **New Ticket Window:** Click on Submit New Ticket, and a new window will open, providing you with a dedicated space to input your support request.
8. **Fill Out the Ticket Form:** Complete the form with accurate details regarding your inquiry or issue. Include relevant information to assist the support team in addressing your request effectively.
9. **Submit the Ticket:** Once the form is filled out, look for a "Submit" or "Send" button. Click on it to officially submit your ticket to the support team.

By following these steps, you ensure a secure login, and the process of creating and submitting a support ticket. The support team will then be able to assist you with your query or concern.



Submit Support Ticket

CC: Add recipients by selecting them in the dropdown below

Add CC: John Knoxville [redacted] Add CC

Subject *

Message *

Device:

Service:

Search by Description of ID

Server Details

Server Name:

Server IP address:

Server Login:

Server Password:

Attachments

Choose File | No file chosen

Send Cancel