

# How to use the IPConnectX Ticketing Portal

## How to access the IPConnectX Ticketing Portal

The IPConnectX Portal is available on the web by visiting <https://ipconnectx.ca/support/>

Once there you will see a screen like the one below. Login and registration are currently optional but if you want to access your previous tickets you will need to register.

The screenshot shows the IPConnectX Help Desk portal. At the top, there is a dark blue header with "Help Desk" on the left and "Login Register" on the right. Below the header, the breadcrumb "IPConnectX Support > Help Desk" is visible. The main content area has a light blue background and starts with the greeting "Hello, how can we help?". Below this is a search bar with the placeholder text "Search for articles". There are two main action buttons: "Submit a ticket" (with a plus icon) and "View existing tickets" (with a document icon). Below these is a "Knowledgebase" section with a "Top articles" button. Two articles are listed: "How to open a support ticket" (209 views, 4 stars) and "How to get the screen capture of Yealink phones" (1,205 views, 4 stars).

**Help Desk** Login Register

IPConnectX Support > Help Desk

Hello, how can we help?

Search for articles

**Submit a ticket**  
Submit a new issue to a department

**View existing tickets**  
View tickets you submitted in the past

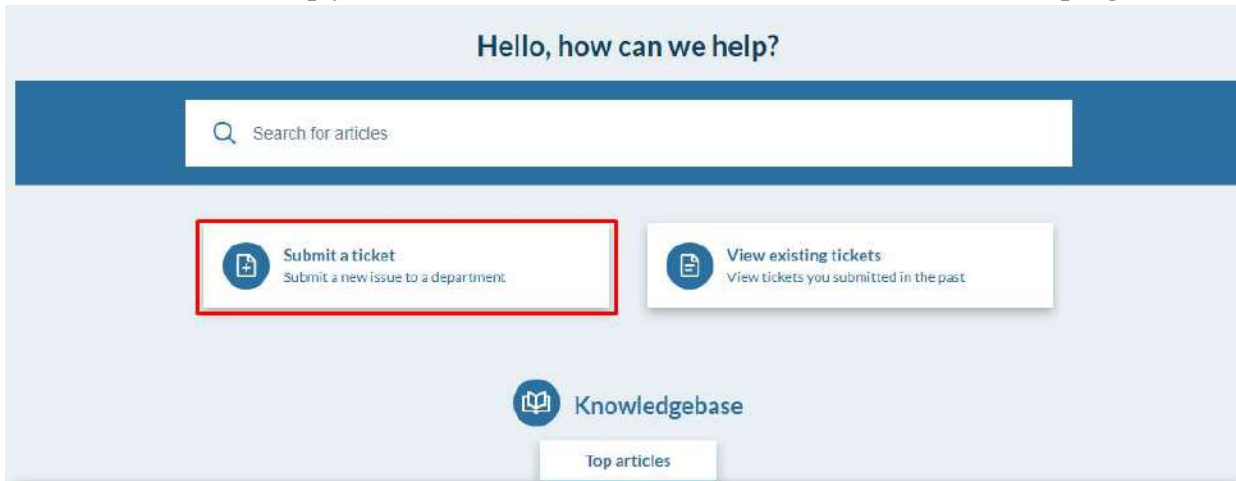
**Knowledgebase**  
Top articles

**How to open a support ticket** 209 ★★★★★ (2)  
Category: Knowledgebase  
Here is the process on how to open a support ticket and call our support desk.

**How to get the screen capture of Yealink phones** 1,205 ★★★★★ (2)  
Category: 3CX  
1. Login on the WEB interface and fill the 'Action URI allow IP List' (path: Features→Remote Control→Action URI allow IP List) with 'any' or 'IP address or your PC'; then click 'Confirm'. 2. In the B..


# How to create a New Ticket

To create a Ticket, simply click on the **Submit a Ticket** button located on the top right hand.



Then select the category that you need assistance with. If no category fits, please pick the **General** category.



**Submit a Support Request**  
Required fields are marked with \*

Name: \*

Email: \*

Confirm Email: \*

**Add Cc**

Priority: \* Low ▼

RMM Device ID:

Subject: \*

Message: \*

Attachments:  

Drag files here or click the 'Add File' button below to select files to upload.

**Add file**

[File upload limits](#)

Please provide as much information as possible to help us provide you with the fastest response.

**Name:** Use the contact person for whom our technician would require contacting to resolve the issue.

**Email:** Provide an email address for the contact mentioned above.

**Priority:** This pulldown menu should be used to describe the criticality of the problem that requires assistance above. Try to be objective while making your selection.

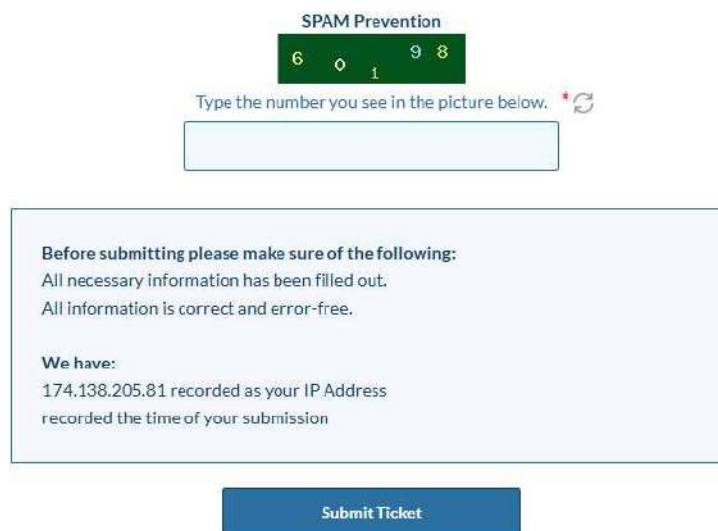
**RMM Device ID:** If the device is in our monitoring system, please indicate the device name. If not sure, just enter **Monitored** and we will find it.

**Subject:** Use these buttons to select a high-level description of your issue or request. For instance, you can report an issue with applications, hardware or network or request a change or something new (Like a new application install).

Try to use the name of the Hardware or Application you need help with such as CDROM drive will not open, cannot login to SQL Server, Email-not receiving inbound mail etc...


**Message:** Please provide a detailed account of the issues and errors you are encountering.

**Attach document:** If required there is an option at the bottom of the “Subject” section that will allow for a file attachment to the ticket, such as a screen shot of an error message. If you need to attach more than one file, please zip all files and submit as a single file. Free zip utility can be downloaded here - <https://www.7-zip.org/download.html>



SPAM Prevention

6 0 1 9 8

Type the number you see in the picture below. \* 

Before submitting please make sure of the following:  
All necessary information has been filled out.  
All information is correct and error-free.

We have:  
174.138.205.81 recorded as your IP Address  
recorded the time of your submission

Submit Ticket

**CAPTCHA:** Basic 5 digits caption to prevent spam.

**Submit:** Once you click the “Submit” button at the bottom right of the ticket entry screen your request will be entered into our support system and will be assigned to a support technician who will contact you directly.

Within a few minutes of ticket submission, you will receive an email from our automated system acknowledging the ticket was received and providing a direct link to the ticket.

**Please Note:** All incidents and requests submitted through the support portal are prioritized and escalated as specified within each client support agreement.