

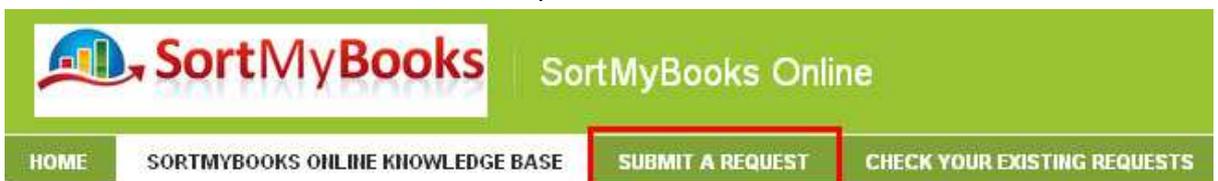
How to raise a Support Ticket from within Zendesk.

There are 2 ways to raise a Support Ticket. The first is from within SortMyBooks Online itself and the other is from within our Zendesk support platform. This How-To deals with raising a Support Ticket from within the Zendesk Support Platform.

1. Click on the “Help” icon on the right hand side. This will open up a new tab and take you to the Knowledge Base which has a range of How-To’s on various topics.



2. On this screen click on the “Submit A Request” button.



3. Enter your Email Address, Subject and full description in the boxes provided, along with any attachments that will help us with your query.

Submit a request

Your email address *

If you are a registered user, please [login](#) first to submit a request.

Subject: *

Please enter a brief subject here. Do not enter the entire query.

Description *

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

Attachment(s)

[Attach file >](#)

Submit

Note: We endeavour to reply to all queries within 24-48 hours, unfortunately due to the high volume of emails it may take longer. The more information provided with your query, including screenshots, the more it will help us in providing you a more comprehensive answer to your query.