

How to raise a Support Ticket from within SortMyBooks Online.

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 SortMyBooks Online.

1. Click on the “Support” icon on the Right Hand side.
The “Help” icon will take you to the Knowledge Base which has a range of How-To’s on various topics.

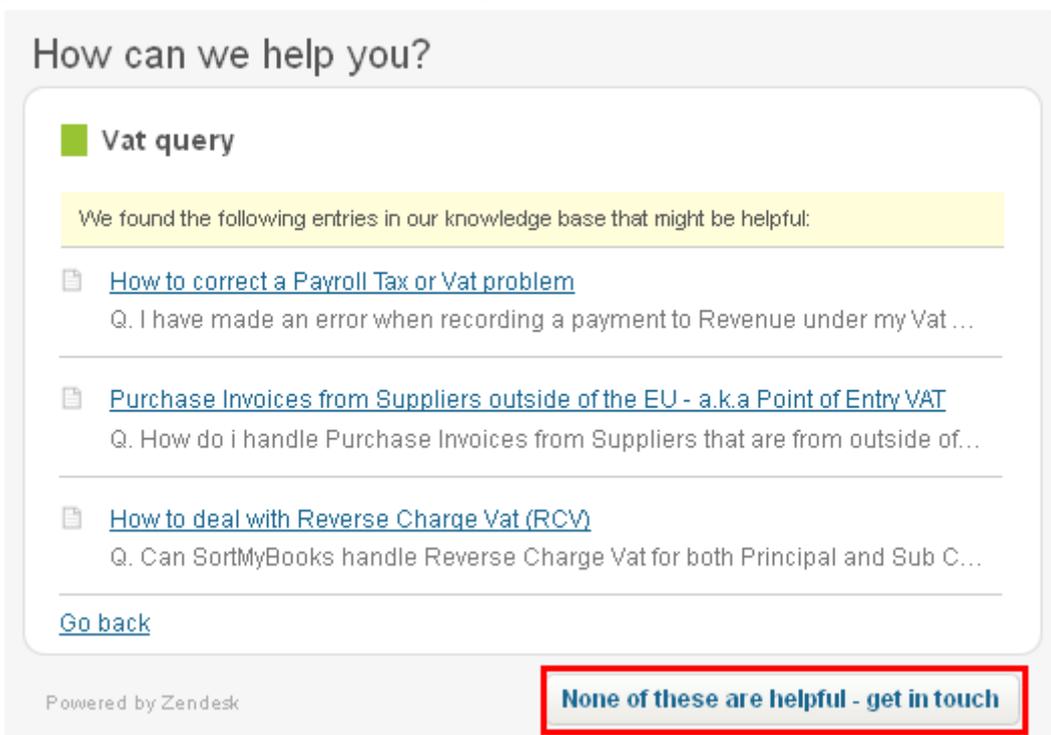


2. A pop-up box will appear with a heading “How can we help you?”



Enter a BRIEF description here – i.e. “VAT Query”, “Sales Enquiry”, “Feature Request”, etc. There will be a box available further down the process to enter more details. Click “Next” to continue.

3. The system will check our Knowledge Base for any articles that it thinks match your query. If you wish to read any of them, just click on the header and it will open the page in a new tab on your browser, meaning you won’t lose your query progress. If none of the articles match your query then click on the “None of these are helpful – get in touch” button in the bottom right corner.



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4. On the final screen is where the main body of information is entered in the “Details” box. Please enter all the information here as well as your name and email address in the respective boxes below.

The screenshot shows a support ticket form with the following elements:

- Title:** "How can we help you?"
- Search Bar:** Located in the top right corner, containing the text "Vat query".
- Question:** A text input field containing "Vat query".
- Details:** A large text area containing the following text: *Have you tried searching our Knowledge Base first? Use the search bar in the top right corner or click the Help icon next to Support. Please keep the Question above short as it gets cut off and this hinders our ability to answer you correctly.*
- Name:** A text input field.
- Your email address:** A text input field.
- Footer:** "Powered by Zendesk" on the left and a "Submit" button on the right.

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.