

# What Happens After I Submit A Support Ticket

*This article contains information about what happens after you submit a support ticket.*

Typically you will receive an automated response from our ticket system with a new ticket number. You will be able to look up your ticket progress through the link provided.

Next, a support technician will look into your issue and provide a response, if you have further questions they will respond back to you in a timely fashion.

Tickets are normally answered by the time of last response so if you keep replying to your ticket it will appear to us that someone has worked on it and may delay us in getting to it. Submitting multiple tickets can also cause confusion and mistakes to be made sometimes. Most of the time it is helpful to submit different tickets for different issues so one is not missed, but we ask that you not submit multiple tickets for the same issue.



If you do not get this initial **email**, please check your junk or spam box with your email provider.

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