

# Managing your Support Tickets

## What are Support Tickets?

Support Tickets are a paid for option for further support of your Genius Hub system. For an optional one-off fee, you can get text support from Genius Hub technical staff. This does not affect the free 3-months phone assistance you receive when you purchase a Genius Hub. For more information or to purchase a Support Ticket, see [here](#).

## How to access your Support Ticket

- Login to your order account at: <https://www.geniushub.co.uk/my-account/>
  - If you do not know your login details:
    - The email address is the one where the Support Ticker notification was received.
    - The password can be reset by clicking the *Lost your password?* link underneath the password field.
- Select 'My Tickets' on the left hand side.
- On the new page, all tickets will be shown.
- Each Support Ticket can have a single status at any point. The possible statuses are:
  - **Open**: Ticket has been created, but no information has been provided. *Customer to action.*
  - **Awaiting Customer Reply**: Information has been added by an agent. *Customer to action.*
  - **Awaiting Agent Reply**: A response has been made by the customer. *Agent to action.*
  - **Under Investigation**: This ticket has been escalated and a deeper investigation is taking place. *Agent to action.*
  - **Closed**: No further action possible for this ticket.

## How to provide information or reply to a Support Ticket

- Access the button, using the above.
- Click on the relevant ticket.
- Type in the text box underneath the 'Ticket Details' section. Files can be attached, such as screenshots or photos of devices.