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My support ticket has had no reply: what to check and what to do next

Getting Support

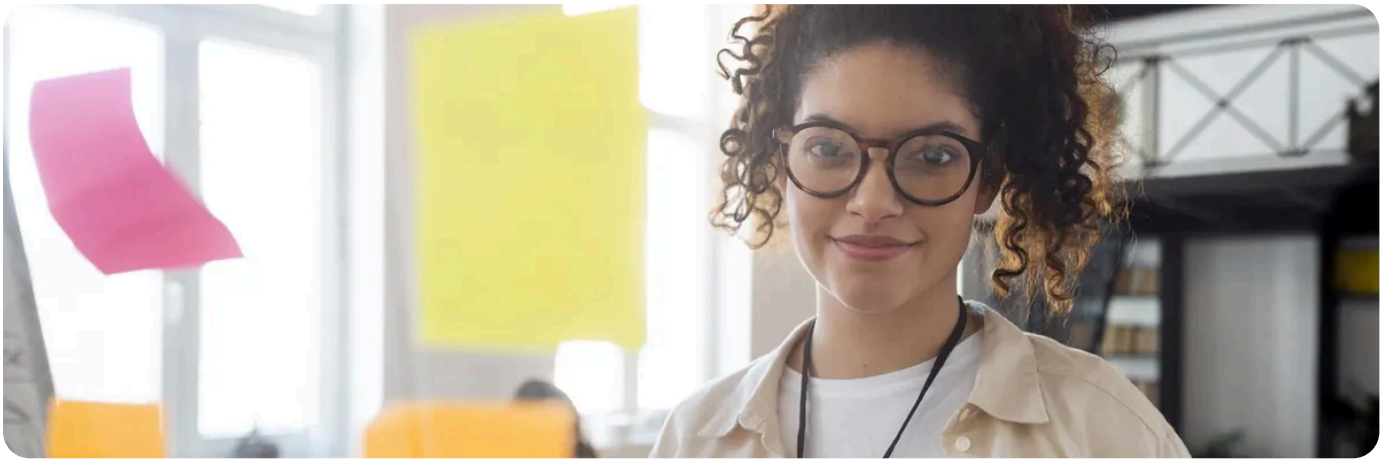
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My support ticket has had no reply: what to check and what to do next

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Before you open another ticket, **check three things**: the ticket's status, whether the reply is sitting in your junk folder, and what our **Support Policy** says about the first reply. In most cases one of the three explains the wait, and a second ticket only prolongs it, because the case starts again from zero.

The checks, in order

1. **Look at the ticket status.** In My Interweb, under the Support menu, open the list of your tickets. If the status is "Answered", we have replied and are waiting for you. If it is "Open", nobody has read it yet. If it is "In Progress", someone is working on it. See **the ticket statuses and the history**.

2. **Look for the reply in your mail.** Every reply of ours also goes to the account e-mail. Check the trash, the junk folder and, on Gmail, the "Promotions" tab. If the account e-mail is wrong or no longer exists, the replies get lost: see **e-mails from us that do not arrive**.

3. **Read what the Support Policy says.** The first-reply deadline, each department's hours and the situations in which the deadline is paused are all in **Support Policy**. We do not repeat them here, so there are never two versions. Note that it is a **first reply** deadline, not a resolution one.

4. **Check the department.** A billing question opened as "technical" (or the other way round) still reaches the right place, but with one extra hop. If the subject has changed since, write on the same ticket to say what it is now.

5. **Add to it, do not duplicate it.** If you have new information, reply on the same ticket: it joins what is already there. A duplicate ticket creates two queues and two people asking the same thing.

If it really is urgent

If the site is down, mail has stopped or the account is locked, say so in the first line of the ticket and write the **domain**, the **exact error** and the **time** it started. That lets us go straight to the logs. The other channels (site chat, phone and the rest) are on the contact page, with each one's hours; for anything that needs investigation or a written record, the ticket remains the most effective route. See **how far our support goes**.

We will never ask for your password
to the account, cPanel, e-mail or bank, not on a ticket, nor by e-mail, phone or WhatsApp. If someone does in our name, it is not us.

A good ticket moves faster.
If yours is missing something (domain, page address, error message, when it started), add it in a reply. See **what to write in a ticket, by kind of problem**.

If the Support Policy deadline has passed and there is still no reply, or the reply you got solves nothing, there is a route for that: **how to make a complaint and how we handle it**.

NEED A HAND?

Checked the status, your mail and the policy, and still no reply? Tell us the ticket number.

Open a support ticket →

SEE ALSO

- How to open a support ticket and see the history →
- What to write in a ticket, by kind of problem →
- How to make a complaint and how we handle it →
- Support Policy →

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