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A support request that gets a fast answer: what to include, by type of problem

Getting Support

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The short answer: the fastest answer is the one that does not need a question back. A request with **the site address, what you expected, what happened and when** usually gets solved the first time. An "urgent: the site does not work" with nothing else forces an exchange of messages before anyone can start looking.

In every request

1. **The domain or service** concerned (the exact address, with www if relevant).
2. **What you expected and what you saw**, in two sentences. "When I press Send, a white page appears."
3. **When it started** and whether anything changed before (an update, a new plugin, a DNS change).
4. **A screenshot** or the exact text of the error message: **How to take a screenshot**.
5. **How to reach you** and at what times, if the problem is urgent.

What to add, by type of problem

Problem	Also add
The site does not open or gives an error	The address, the exact error and the device and browser used: **Browser, system and PHP version**. If it only fails for you, your IP address: **Your public IP**.
E-mail that does not send or receive	The e-mail address, the program you use (phone, Outlook, webmail) and the text of the error or bounce, **whole**. See **Why your e-mail is not sending or receiving**.

Problem	Also add
Domain or DNS	The domain, what you changed and when. If it was at the registrar, where the DNS is. See **How long DNS changes take**.
Invoice or payment	The invoice number, the payment method, the date and the proof, if it is a transfer: **Bank transfer**.
A WordPress error	What you did before, the exact error and whether you can log in to the dashboard: **Common WordPress errors**.
A change request	Say what you want changed, on which service, and confirm that you are the holder: for security, we only change things at the holder's request.

Never send your password
in a request, nor verification codes, nor full card details. We do not ask for them. If you need to give us access to something, say so and we will tell you how: **Giving access without handing over your password**.

One problem, one request.
Mixing three subjects in one slows all three. And reply in the same request instead of opening another: that way the history stays together. See **How to open a ticket and see the history**.

NEED A HAND?

Know what to write? Open the request and use the list above.

Open a support ticket →

SEE ALSO

- How to open a support ticket and see the history →
- How to take a screenshot or record your screen to show support a problem →
- How far our support goes: what we handle and what is yours →
- How to make a complaint and how we handle it →

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