



# How to Submit a Support Request Through Zendesk

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## Step 1 — How to Submit a Support Request Through Zendesk



- i** Support requests can be submitted without needing to log in, only requiring an email address.
- i** This works well for sending out a ticket quickly, but there are additional benefits to logging in, explained in [How to Create a Zendesk Account](#).

## Step 2 — Submitting a Support Request as a Guest

### Welcome to Dozuki's Support Portal

Select below to Submit a New Request or Check your Existing Requests

Submit a Request

Check your Existing Requests

Visit Our Help Site

- Navigate to [dozuki.zendesk.com](https://dozuki.zendesk.com)
- Click **Submit a Request** to submit a request to the support team.

## Step 3

The image displays two versions of the 'Submit a request' form side-by-side. The left form has red, orange, and blue highlights around the 'Your email address' field (containing 'test@example.com'), the 'How can we help?' dropdown menu (set to 'Creating User accounts'), and the 'Subject' field (containing 'Testing'). The right form has yellow, green, and blue highlights around the 'How can we help?' dropdown menu (set to 'Creating User accounts'), the 'What is your Dozuki site URL?' field (containing 'example.dozuki.com'), the 'Subject' field (containing 'Testing'), and the 'Description' text area (containing 'Testing for screenshots, please disregard/close/delete'). Both forms include a 'Submit' button at the bottom.

- Fill out the fields on the request form.
  - If submitting a request as a guest, enter your email address (you will not be prompted for this if signed in).
  - Start by selecting a category from the **How can we help?** drop-down menu.
    - Depending on which category you select, conditional fields will appear on the form, prompting you to enter other relevant data.
  - Use the **Subject** field to preface the issue, such as "unable to log in via SSO" or "email notifications not sending."
  - Briefly describe the issue in the **Description** field.
  - Add any attachments that might better explain the issue.
- Click **Submit** to submit your request.



