



# How to Submit a Support Request Through Zendesk



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



-  Support requests can be submitted without needing to log in, only requiring an email address.
-  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

### Submit a request

Your email address  
test@example.com

How can we help?  
-

Subject  
Testing

Description  
Testing for screenshots, please disregard/close/delete

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)  
Add file or drop files here

Submit

### Submit a request

Your email address  
test@example.com

How can we help?  
Creating User accounts

What is your Dozuki site URL?  
example.dozuki.com

Subject  
Testing

Description  
Testing for screenshots, please disregard/close/delete

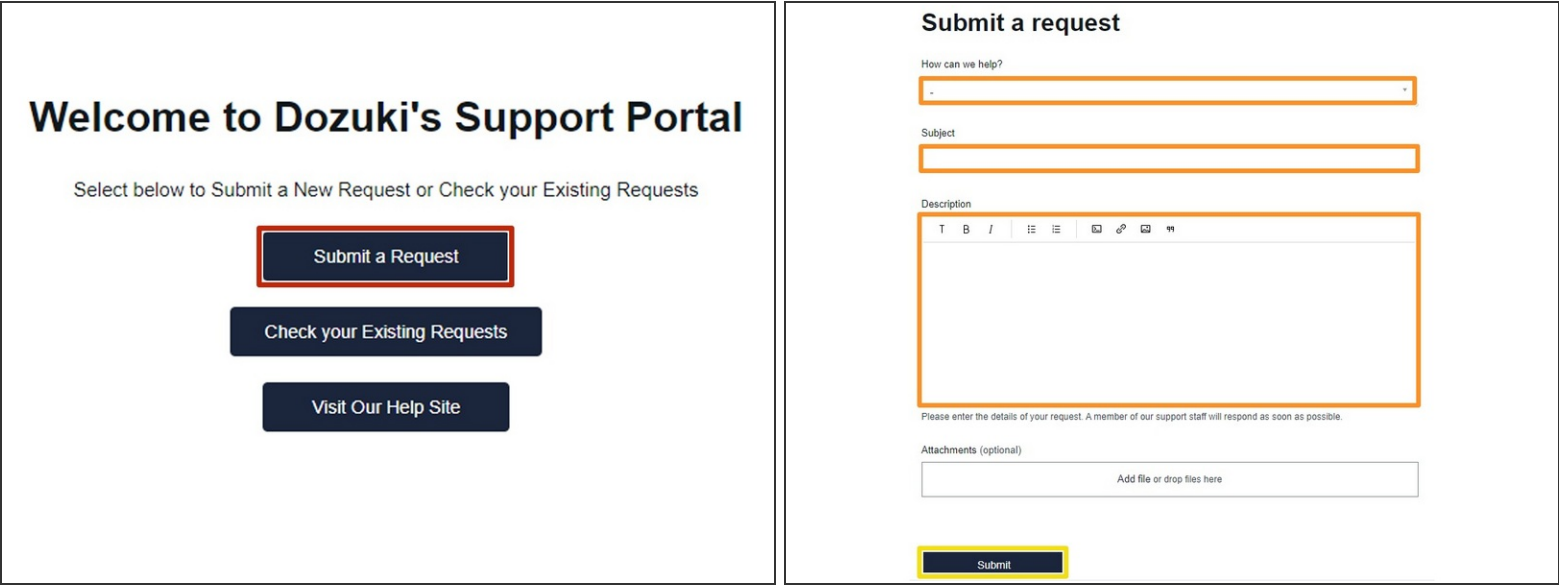
Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments (optional)  
Add file or drop files here

Submit

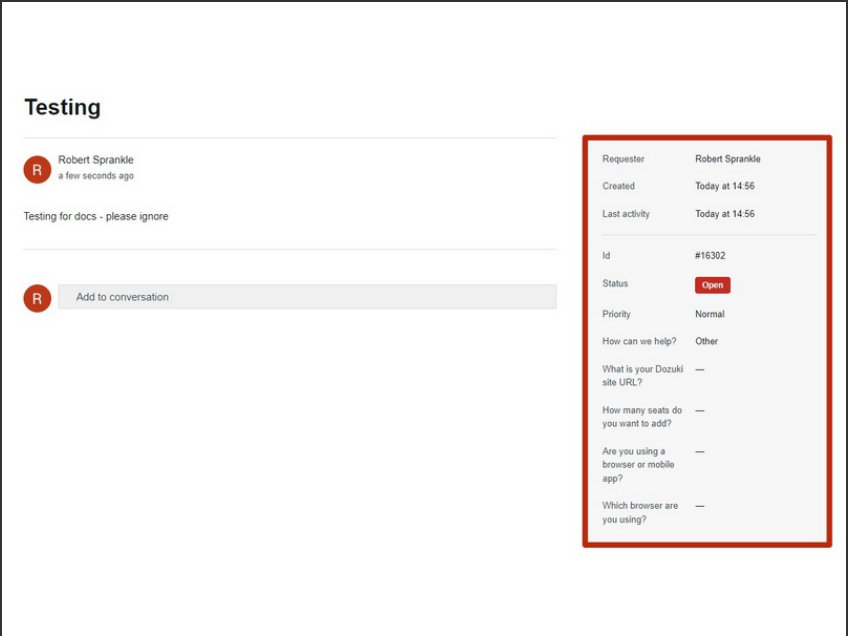
- Fill out the fields on the request form.
  - If submitting a request as a guest, enter your email address (you will not be prompted for this if signed in).
  - Start by selecting a category from the **How can we help?** drop-down menu.
    - Depending on which category you select, conditional fields 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.

Step 4 — Submitting a Support Request While Signed In



- Click **Submit a Request** to submit a request to the support team.
- Fill out the form fields as described in Step 3.
- Click **Submit**.

Step 5



- If you submit a support request while signed in, clicking **Submit** will bring up the ticket in a new page.
- View detailed information about the progress of the support request in the space to the right, including the status and priority.

