Raising a support ticket
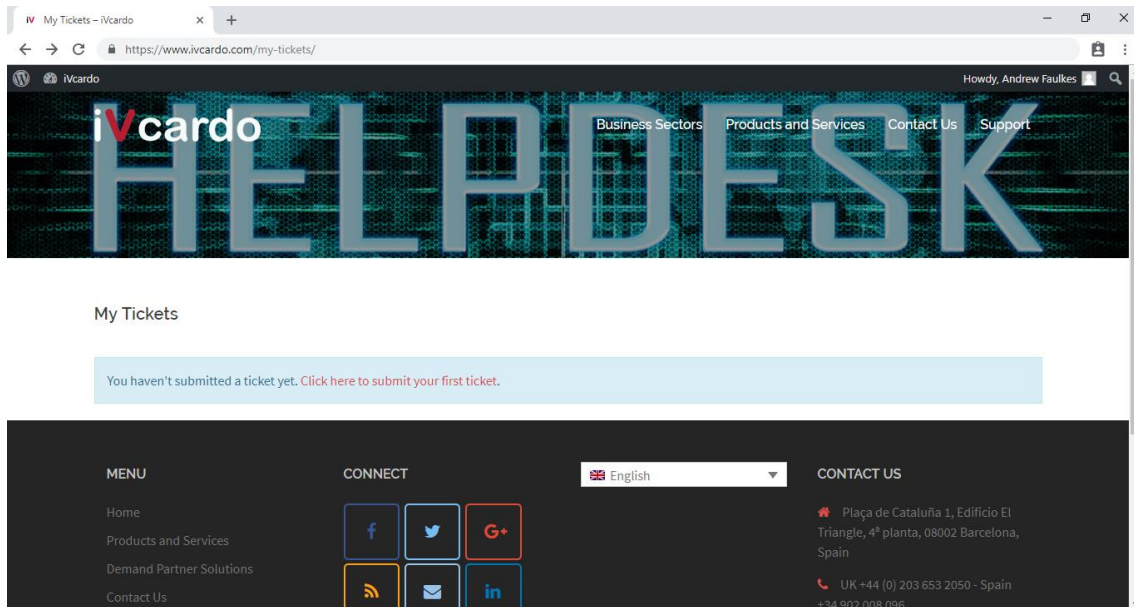
Registering an Account

Go to https://www.ivcardo.com

At the top right of the screen you will see the link for Support, once clicked you will be taken to the page below.
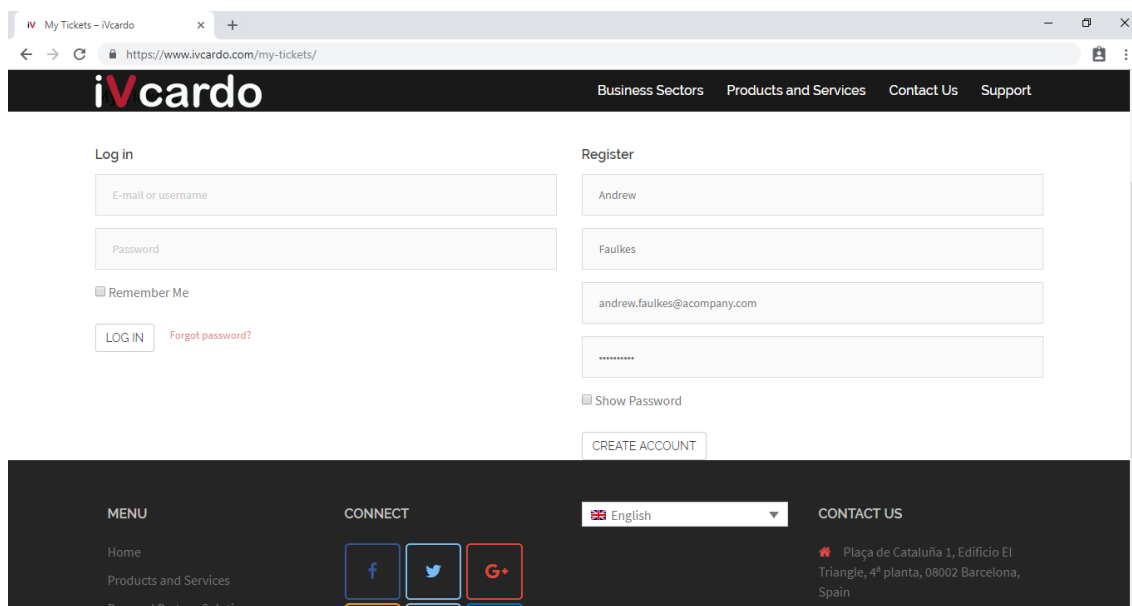
If you need to register complete the boxes on the right, else log in on the left. Once registered an email will be sent confirming.

Once logged in you will be on the page below, My Tickets.

To raise your first ticket started click the link to submit your first ticket.

Raising a Ticket

1. Be descriptive with the subject as this is the part the tech team see first
2. Take as much time as you can to describe the issue in detail. Brief description will result in lengthy reply communications between you and the team
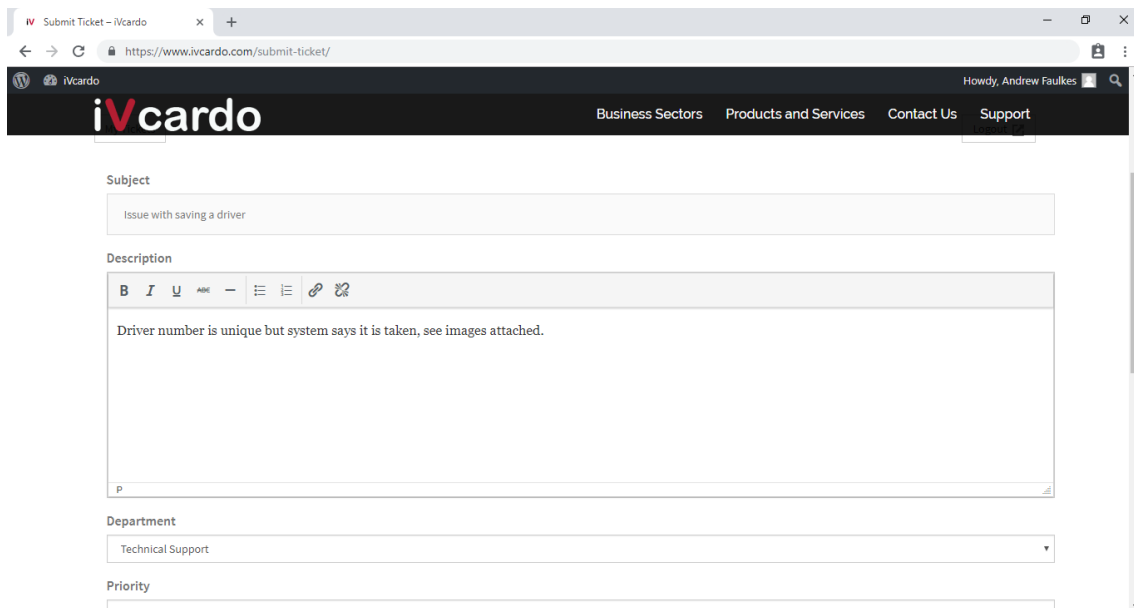
3. Select the department the support request is aimed at, Billing or Technical

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Department

Technical Support	▾

Please select
Billing Department
Technical Support
Please select

Attachments

Choose Files No file chosen

4. Choose the level of severity from the dropdown list, the options are;
- **A Critical** - System offline, not able to book or assign rides
- **B Moderate** - All booking and dispatch functions working, front end dispatch functions not working or back end Admin section issues, e.g. unable to save client, asset, driver or user information
- **C Minimal** - Data display issues
- **D Feature Request** – Put forward suggestions for features you would like to see

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Please select
A Critical Impact
B Moderate Impact
C Minimal Impact
D Feature Request

| Please select	▾

Attachments

Choose Files No file chosen

5. Where possible attach images to help the team recreate the issue by clicking the choose files button and then select the images, then click open.
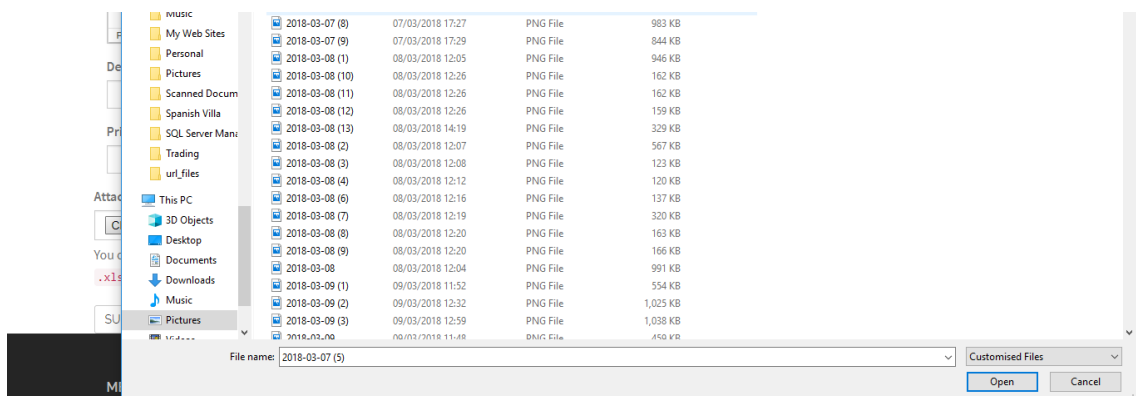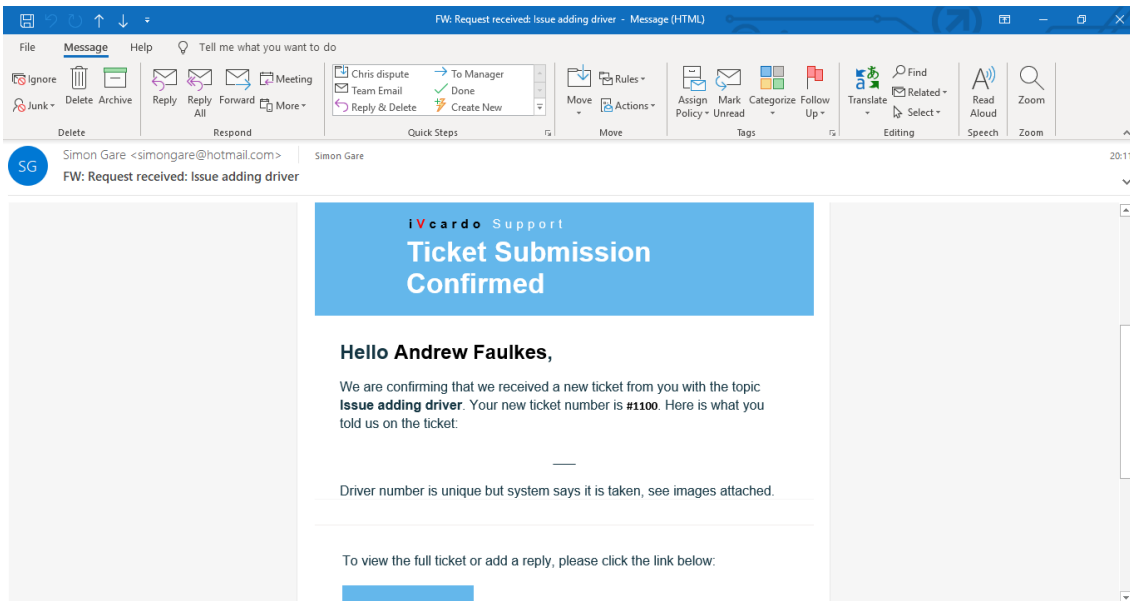
6. Once created you will see the ticket raised in your My Tickets section with the status, New, In progress, Closed etc. These tickets will stay for a maximum of 60 days after being closed.
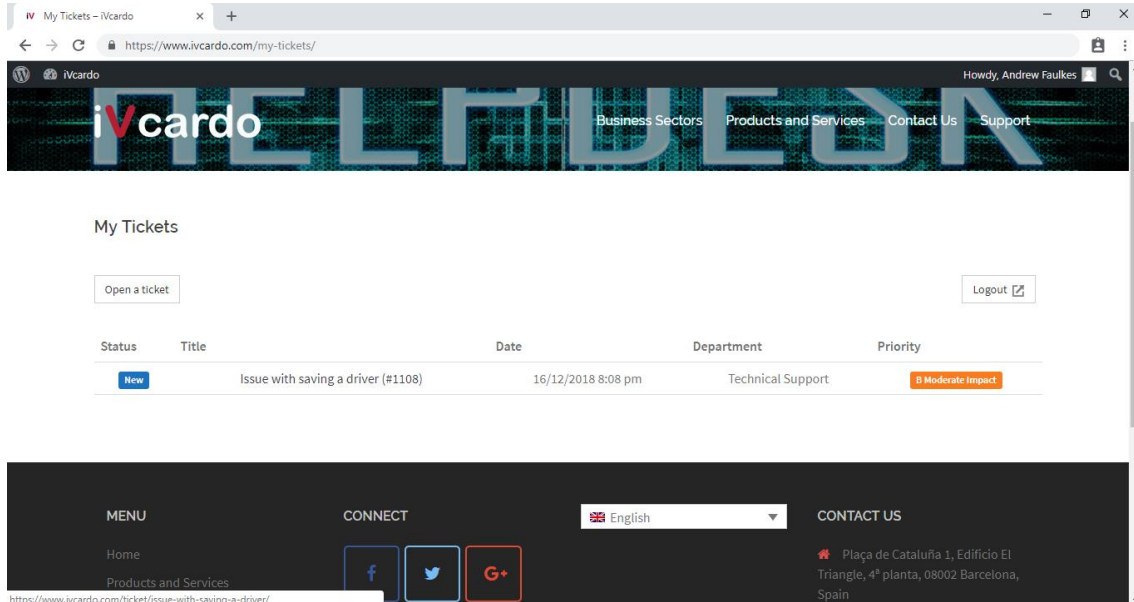
7. You can click the Ticket link and it will open the page below where you can see our replies, you can also respond from here too.
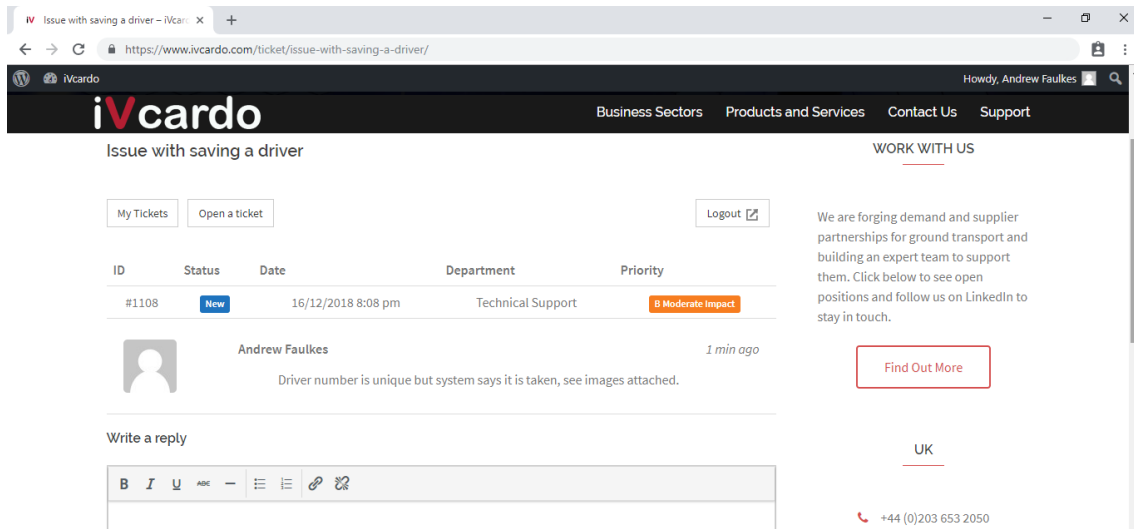
8. You will also see email communications based on the conversation in your inbox

Thank you