

STEP 1

Go to <https://desk.zoho.com/portal/vetswebhelpdesk/signin> and log into your account.

STEP 2

Click on the Add a Ticket button

The screenshot shows the Vetsweb help center interface. At the top, there is a navigation bar with the Vetsweb logo and the name 'Vetsweb'. To the right of the logo, the user's name 'Kayla Russell' is displayed with a dropdown arrow. Below the navigation bar, there are four menu items: 'Home', 'My Area', 'Submit a Ticket', and 'Knowledge Base'. Below the menu items, there is a search bar labeled 'Search help center'. Below the search bar, there are three main sections: 'Add ticket', 'My tickets', and 'Knowledge Base'. The 'Add ticket' section is highlighted with a red box. Below these sections, there are two more sections: 'Categories' and 'Most Recent Activities'. At the bottom of the page, there is a button labeled 'SUBMIT A TICKET'.

STEP 3

When submitting a help desk service ticket for website issues, please include a detailed description of the issue you are experiencing as well as attaching any helpful screen screenshots. This will help our Vetsweb team diagnose and correct the issue in a timely manner.

For website updates please include all information for the update requested as well as attaching any assets needed for the requested update. This will help our Vetsweb team complete your request.

For all other issues or requests, please provide a detailed description and our Vetsweb team will reach out to you if further information is needed.

Vetsweb Kayla Russell ▾

Home My Area **Submit a Ticket** Knowledge Base

Submit a Ticket

Ticket Information

Website

Subject

Descrip...

Additional Information

Priority

Classific...

Attachment(s) (Up to 20 MB)

STEP 4

Submit your ticket! Once your ticket is completely filled out, submit your ticket. A Vetsweb team member will assess your ticket and get back with you soon!

Submit a Ticket

Ticket Information

Website:

Subject:

Description:

Additional Information

Priority:

Classifica...:

Attachment(s) (Up to 20 MB)

If you have any questions on how to use the client portal, please email Kayla at kayla@vetsweb.us

Thank you!
Vetsweb Support Team