How To Update An Exsiting Service Ticket
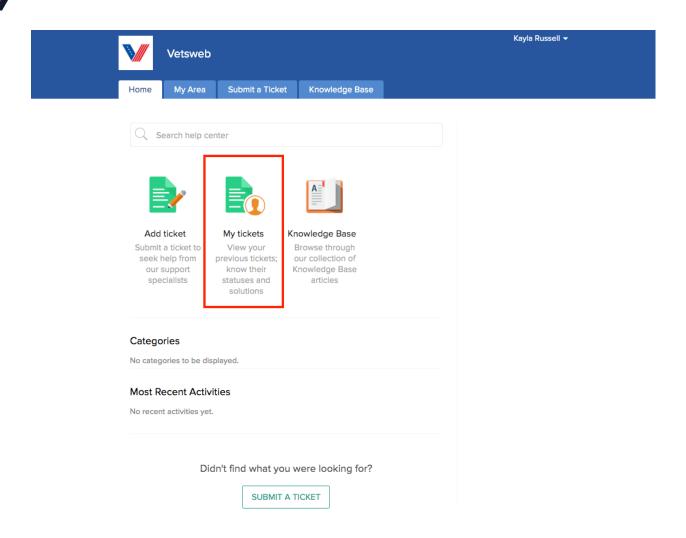
vetsweb

STEP 1

Go to https://desk.zoho.com/portal/vetswebhelpdesk/signin and log into your account.
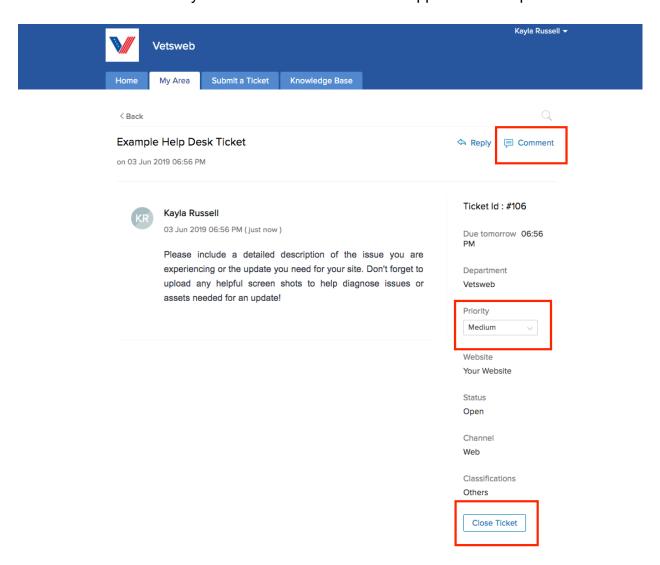
STEP 2

Click on My Tickets

STEP 3

To add a comment, question or additional concern, click the Comment button on the right side of the screen. This will update your ticket for the Vetsweb Support Team to see.

To update the priority of your ticket, use the priority drop down on the right side of the screen to let the Vetsweb Support Team know the urgency of your ticket. We get to all service tickets as soon as we can, tickets labeled High or URGENT in the subject line will be addressed first.

If you no longer need support and would like to close a ticket, please click the Close button. This will remove your ticket from the Vetsweb Support Team's que.

Your ticket has now been updated! You will receive an email each time your ticket is updated.

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

Thank you!
Vetsweb Support Team