

# Support Ticket Guide

How to request help and what to expect

[warkry.com/support](https://warkry.com/support)

This guide walks you through how to request support through the WarKry support system. Every ticket is tracked and triaged by priority, so you always know what to expect and when to expect it.

The ticket system is the fastest way to reach us. It replaces sending emails back and forth, because each ticket gets a number, stays organized in one place, and gets routed to the right person on the first try.

## When to Submit a Ticket

Submit a ticket any time you need technical or account support. Common reasons include:

- You can't log in or access something you should be able to access.
- Something looks broken, missing, or is behaving unexpectedly.
- You have a payment, billing, or invoice question.
- You need help understanding how a feature works.
- You want to request a change to your account or profile.
- You're seeing an error message and want it looked into.

### ONE NOTE ON SCOPE

The ticket system is for platform, account, and technical support. Strategy questions, build decisions, and anything that needs a real conversation are better handled on a call than in a ticket. If you're not sure which one you have, send the ticket anyway and we'll point you to the right place.

## Support Hours and Response Times

Tickets are answered Monday through Friday, 7:00 AM to 7:00 PM EST. Your response time depends on the priority level you select when you submit.

| PRIORITY LEVEL | RESPONSE TIME  |
|----------------|----------------|
| Critical       | 1 to 2 hours   |
| High           | 4 to 8 hours   |
| Medium         | 12 to 24 hours |
| Low            | 24 to 48 hours |

Tickets submitted outside business hours or on weekends are picked up the next business day. Priority response times start when the new business day begins.

## Understanding the Priority Levels

Choosing the right priority level helps us respond to what's truly urgent first. Here's a breakdown of each level with examples:

| PRIORITY | WHEN TO USE IT                                                                   | EXAMPLE                                                                   |
|----------|----------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Critical | The platform is down, there's a payment or access issue, or a launch is blocked. | You can't log in on launch day. Payment processed but you have no access. |
| High     | You can't complete an important task and there's no way around it.               | A form isn't saving. A page you need for today's work won't load.         |
| Medium   | The issue affects your progress, but you have a workaround.                      | A video won't play in one browser but works fine in another.              |
| Low      | No urgent impact. A question, a request, or a follow-up.                         | Asking how a feature works. Requesting a change to your profile.          |

**WHEN IN DOUBT, PICK THE LOWER PRIORITY**

If we see a ticket that needs to be bumped up, we'll escalate it on our end. Over-marking tickets as Critical slows the response for clients whose launches are genuinely blocked.

## How to Submit a Ticket

Follow these steps to submit your first ticket.

**STEP 1****Go to the support page**

Open your browser and visit **warkry.com/support**. Bookmark this page so it's always easy to find.

**STEP 2****Click the Submit a Ticket button**

On the support page, click the **Submit a Ticket** button. This opens the ticket form.

**STEP 3****Fill in your contact information**

Enter your name, email address, and phone number if requested. Use the same email address that's on your account. That helps us find you faster.

**STEP 4****Choose a priority level**

Pick the option that best matches how urgent your issue is. Refer back to the priority table above if you need a reminder of what each level means.

**STEP 5****Give your ticket a clear subject line**

Summarize the issue in one sentence. Good subject lines look like this:

- Can't log in to my account
- Payment went through but I have no access
- Automation isn't triggering on new form submissions
- Need to update the billing email on my account

Avoid vague subjects like "Help" or "Problem." A specific subject gets your ticket routed faster.

**STEP 6****Describe the issue in detail**

In the description field, include as much of the following as you can:

- What you were trying to do when the issue happened.
- What actually happened instead.
- The exact error message, if there was one. Copy and paste the text rather than describing it.
- When the issue started, and whether it has happened before.
- What browser or device you're using. Chrome on a Mac, Safari on iPhone, and so on.

**STEP 7****Add screenshots or a screen recording**

Attaching a screenshot is one of the single fastest ways to get your ticket resolved. Seeing what you're seeing lets us skip the back and forth.

How to take a screenshot:

- **Windows:** Press the Windows key + Shift + S, then drag to select the area you want to capture.
- **Mac:** Press Command + Shift + 4, then drag to select the area.
- **iPhone:** Press the side button and the volume up button at the same time.
- **Android:** Press the power button and the volume down button at the same time.

If the issue is hard to capture in a single image, record a short screen recording instead. A free tool like Loom (loom.com) lets you record your screen and share a link in seconds.

**STEP 8****Submit the ticket**

Click **Submit**. You'll see a confirmation message on the page and receive an email with your ticket number. Save that email. You'll use the ticket number if you need to reference the issue later.

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## What Happens After You Submit

- 1 You receive an auto-response email confirming your ticket was received.
- 2 Your ticket enters the queue and is sorted by the priority you selected.
- 3 A support team member picks it up and responds within the window listed in the response times table.

- 4 All follow-up replies come through email. Reply in the same thread to continue the conversation. There's no need to submit a new ticket.
- 5 Once the issue is resolved, the ticket is marked closed and you receive a final email confirming it.

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## Tips for Faster Resolution

- **Use the right priority level.** Be honest about urgency and we'll match the response.
- **Include screenshots.** The more we can see of what you're seeing, the faster we can diagnose it.
- **Reply in the same email thread.** Starting a new ticket for the same issue creates duplicates and slows everything down.
- **One issue per ticket.** If you have three different problems, submit three tickets. Each one gets tracked and resolved independently.
- **Check your spam folder.** If you don't see the auto-response within 15 minutes of submitting, check spam or promotions before you submit again.

### IF YOU CAN'T REACH THE SUPPORT PAGE

Email [support@warkry.com](mailto:support@warkry.com) and include the same detail you'd put in the form. The support page is still the fastest route, so use it whenever you can get to it.

**Ready to submit a ticket?**

**[warkry.com/support](https://warkry.com/support)**