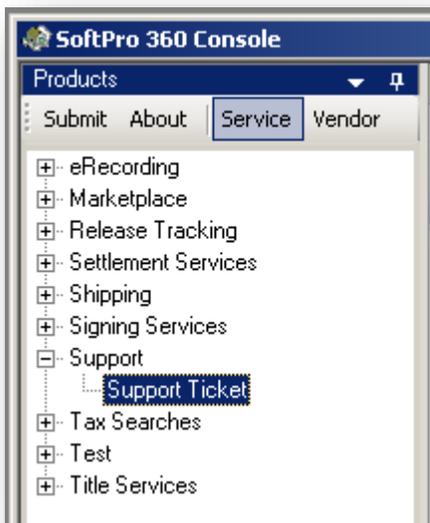


Managing a Support Ticket Assistant Transaction in SoftPro 360

How to submit a Support Ticket to SoftPro Support

Support Ticket can be found under the **SoftPro 360** Products menu under the Service Support. Double click **Support Ticket**, or highlight and click the **Submit** button to submit a transaction to SoftPro Support.



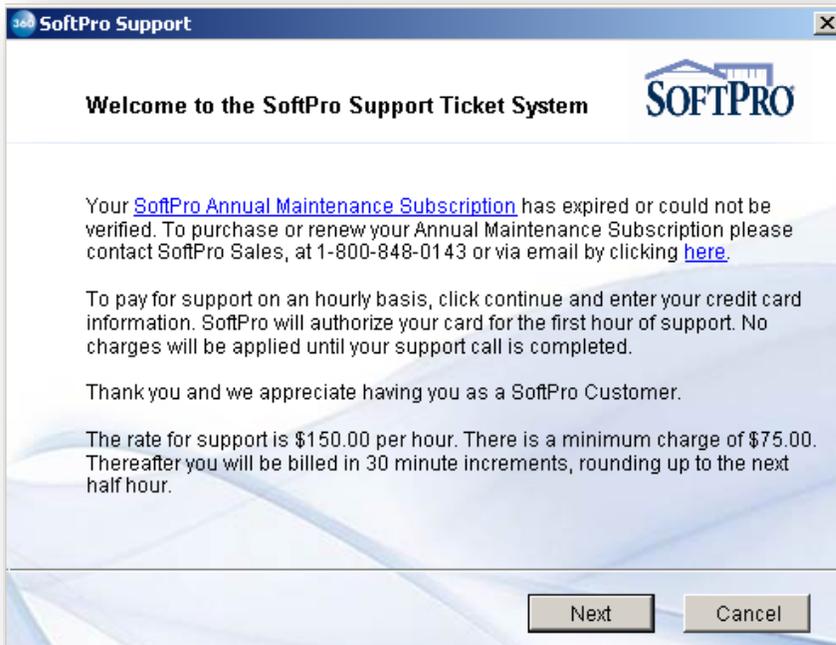
Your Annual Maintenance Subscription (AMS) will be verified.



If your AMS subscription is verified to be current you will receive the following Welcome screen. Click **Next** to enter support information ([see Support Information](#)).



If your AMS has expired or could not be verified, you will receive the below Welcome screen that provides contact information for SoftPro Sales. If you wish to continue with the support request by paying for hourly support, click **Next**.



The **Payment Information** screen allows you to securely enter your credit card information for hourly assistance. Click **Next** to continue.

Enter Payment Information

Name on Card: *

Address Line 1: *

Address Line 2:

City/State/Zip: *

Phone: () - *

Card Type/Number: *

Exp. Month/Year: *

Back Next Cancel

The **Support Information** screen allows you to enter your contact information. The **Category** dropdown allows you to select the area in which support is being requested. In the **Description** field enter a brief description of the issue and a prior ticket number if applicable. Click **Submit** to complete your request.

Enter Support Information

Contact Name:

Contact Email:

Contact Phone: () - Ext: *

Support Category: *

Description of call: (If reopening a ticket include prior ticket number.)
 *

Send Application and Windows Information To Support [More Info](#)

Back Submit Cancel

You will receive confirmation that your request has been submitted.



An "In Progress" transaction will be created in your SoftPro 360 Queue. The Description column will be updated when your request is received by SoftPro and a ticket number has been assigned.

	Transaction Number	Vendor	Product	Status	Linked Order	Created By	Created On	Completed On	Description
➡	410060-10-110817-003095	SoftPro	Support Ticket	In Progress		kathy cada	8/17/2011 3:33 PM		Request Received

Once your ticket has been completed you will receive an email confirming that the ticket has been closed. The SoftPro 360 transaction status will show as Completed. If you submitted a non-AMS request the description will show the total time of the call.

