

Get TMDB Support

Quick Start Guide for Logged-in Users

The TMDB support ticketing tool has been improved so that the TMDB support team provide you with better support.

The scope of this document is to walk TMDB logged-in users through the basics of using the TMDB Support page including how to submit tickets, view all your tickets and view ticket details.

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Access the Support Page

The Support page provides Registry Operators or ICANN-accredited registrars who log in the TMDB web application with a centralized overview on the tickets they submitted.

Go to the [TMDB website](#) and log in. To access the Support page, either on the main menu, click **Support**, or in the website Footer, click **Contact**.



The Support page appears. It is comprised of the ticket creation form and the tickets overview.

Submit a ticket

If you have a technical query without answer in the [published resources](#), submit a ticket using the Support page:

1. Go to the Support page. Being registered in the TMDB web application, most of the fields are automatically filled in.
2. Provide a **Subject** for the support ticket you want to submit. This field is mandatory.
3. Provide a clear **Description** of the issue for the support ticket you want to submit. This field is mandatory.
4. The Severity given by default to the ticket is **Medium**. If your issue has high impact on business, select **Critical**.
5. Click **CREATE TICKET**.

The ticket is submitted to the Trademark Database support desk. It also appears in the Ticket overview section and has the status **new**.

A screenshot of the 'Ticket overview' section. It shows the text 'We found 1 ticket' above a table. The table has four columns: 'Subject', 'Status', 'Created', and 'Resolved'. The first row contains the following data: '#353 Reset password', 'new', '2020-05-25T06:47:48Z', and an empty cell.

Subject	Status	Created	Resolved
#353 Reset password	new	2020-05-25T06:47:48Z	

You will receive an email notification that the ticket has been created, to the email address associated with your TMDB account.

View tickets

The Ticket overview section from the Support page allows you to track all your cases.

Ticket overview

We found 5 tickets

Subject	Status	Created	Resolved
#357 Whitelist new IPs for TLDs	closed	2020-05-25T07:44:20Z	2020-05-25T07:45:02Z
#356 CIDR block size	resolved	2020-05-25T07:19:15Z	2020-05-25T07:26:39Z
#355 IP Whitelist with TMCH	stalled	2020-05-25T07:17:05Z	
#354 Request to update our IP whitelists	new	2020-05-25T07:15:39Z	
#353 Reset password	open	2020-05-25T06:47:48Z	

Ticket Detail	Description
Subject	The ticket number followed by subject.
Status	<p>The case status. The status can be:</p> <ul style="list-style-type: none"> • New. The initial status of a ticket after creation. • Open. The operator is handling the ticket, or you reopened the ticket. • Stalled. The ticket is in stand-by and an action is required from you. This status is given when the TMDB Support Team asks you for additional information or when the issue is being fixed. • Resolved. Information has been gathered and routed, service has been restored or a solution has been applied. • Closed. The ticket is archived and may be consulted to get information and solutions to help resolve another ticket.
Created	The date and time when you submitted the ticket.
Resolved	The date and time when the ticket has been resolved. If the ticket has not been resolved yet, the entry is blank.

Reply to a ticket

You should only reply to tickets that are open, stalled or resolved. Replying to a resolved ticket will reopen it.

Note that for tickets that have been resolved, you have 5 days to reply; otherwise, the ticket will be automatically closed.



The TMDB Support Team does not communicate on a closed ticket; therefore, if the resolution does not address your technical inquiry and the ticket has been closed, we recommend you to submit a new ticket.

You have two options for replying to a ticket:


- Replying to one of the email notifications received regarding the ticket.
- Sending an email to support@marksdb.org from the email address you provided when submitting the ticket. The email should have the following **Subject:** [TMCH <ticket_number>], where <ticket_number> is the number of the ticket you want to reply to.

When replying to a ticket you can also add attachments. On the TMDB Support page, attachments will be displayed below the reply message with a delay of a few seconds.

View ticket details

To view details for a specific ticket, in the Ticket overview section click the subject corresponding to the ticket whose details you want to see.

We found 5 tickets

Subject	Status	Created	Resolved
#357 Whitelist new IPs for TLDs	closed	2020-05-25T07:44:20Z	2020-05-25T07:45:02Z
#356 CIDR block size	resolved	2020-05-25T07:19:15Z	2020-05-25T07:26:39Z
 #355 IP Whitelist with TMCH	open	2020-05-25T07:17:05Z	
#354 Request to update our IP whitelists	new	2020-05-25T07:15:39Z	
#353 Reset password	open	2020-05-25T06:47:48Z	

The Ticket Details section appears.

Ticket "IP Whitelist with TMCH"

Origin	Message
Case created 2020-05-25T07:17:05Z	Will we be able to whitelist new IPs for TLDs that we are the back-end Registry Operator for as well? I am assuming that you have us listed as the technical contact for such TLDs.
Support 2020-05-25T07:21:23Z	In order to provide you with an accurate answer, we need additional information from you. Kind regards
You 2020-05-25T08:21:20Z	RE: [trademark-clearinghouse.com #355] TMDB Support Case 355 was created This is additional information.
Attachment 2020-05-25T08:21:20Z	time-and-date.png
Support 2020-05-25T08:31:26Z	We need additional information from you.
You 2020-05-25T08:33:19Z	[trademark-clearinghouse.com #355] This is my additional information
Attachment 2020-05-25T08:33:19Z	time-and-date(1).png Return to ticket overview

To return to the Ticket overview section, at the bottom of the ticket details section click the [Return to ticket overview](#) link.

Close a resolved ticket



The **CLOSE THIS TICKET** button is only visible when an operator has resolved the ticket and changed the ticket status accordingly.

Once a ticket is closed, you are no longer able to reopen it. If you closed a ticket accidentally, you have to create a new ticket.

If you do not close a resolved ticket within five days since the operator has changed the ticket status to resolved, the ticket will be automatically closed.

To close a resolved ticket, go to the ticket details page and click the Close this ticket button.

Ticket overview

Ticket "IP Whitelist with TMCH"

Origin	Message
Case created 2020-05-25T07:17:05Z	Will we be able to whitelist new IPs for TLDs that we are the back-end Registry Operator for as well? I am assuming that you have us listed as the technical contact for such TLDs.
Support 2020-05-25T07:21:23Z	In order to provide you with an accurate answer, we need additional information from you. Kind regards
You 2020-05-25T08:21:20Z	RE: [trademark-clearinghouse.com #355] TMDB Support Case 355 was created This is additional information.
Attachment 2020-05-25T08:21:20Z	time-and-date.png
Support 2020-05-25T08:31:26Z	Your problem has been resolved. Return to ticket overview

CLOSE THIS TICKET ←

A notification pop-up message appears on top of the Support page. Click **OK**. The page refreshes, the Ticket overview section appears and the case status changes to **closed**.

FAQs

What types of email notifications related to a ticket will I receive?

For tickets submitted using the TMDb contact form as an anonymous user, you will get the following email notifications:

- **Ticket creation** - an email notification informing you that the ticket has been created. It provides you with the ticket number.
- **Ticket resolution** - an email notification informing you that the ticket has been resolved
- **Ticket closure** - an email notification informing you that the ticket was closed and further communication on the ticket will not be addressed by the TMDb Support Team.
- **TMDb Support Team replies**

Can I submit tickets directly from email?

Yes. You can submit tickets from the email address associated to your TMDb account. These tickets appear on the Support page.

Can I view ticket attachments?

You can view an attachment by clicking on the attachment link in the ticket details page.

Based on the browser settings, the attachment will either be opened using the default app corresponding file type, or it will be downloaded to the default download location on your computer/device in which case you will have to manually open the downloaded file.