

Get TMDB Support

Quick Start Guide for Anonymous 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 users who request TMDB support (without logging into the TMDB web application) through the basics of submitting TMDB tickets.



If you are a Registry Operator or ICANN-accredited registrar and you want to have a centralized real-time overview on the tickets submitted by you, please log in the TMDB web application and submit a ticket using the Support page.

Submit a ticket

If you've got a technical query without answer in the [published resources](#), submit a ticket by following these steps:

1. Go to the [TMDB website](#) and in the Footer, click **Contact**. The contact web form appears.

Contact information

Logging in will set most of these fields automatically.

Name : User Type :

Email(*) :

User Type Details :

Subject(*) :

Description(*) :

(*) mandatory fields

CREATE TICKET

2. Enter the **Email** where you want to receive notifications regarding the ticket. This field is mandatory.
3. Provide a **Subject** for the support ticket you want to submit. This field is mandatory.

4. Provide a clear **Description** of the issue for the support ticket you want to submit. This field is mandatory.

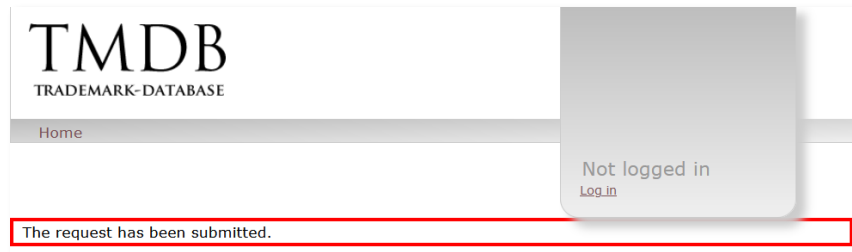


- The User Type **Other** is selected by default. In order for the TMDB Support Team to efficiently handle your ticket, we recommend you to select the **User Type** (Registry or Registrar); otherwise, your request will enter the pool of anonymous requests.
- Based on the selected User Type, provide the following **User Type Details**:

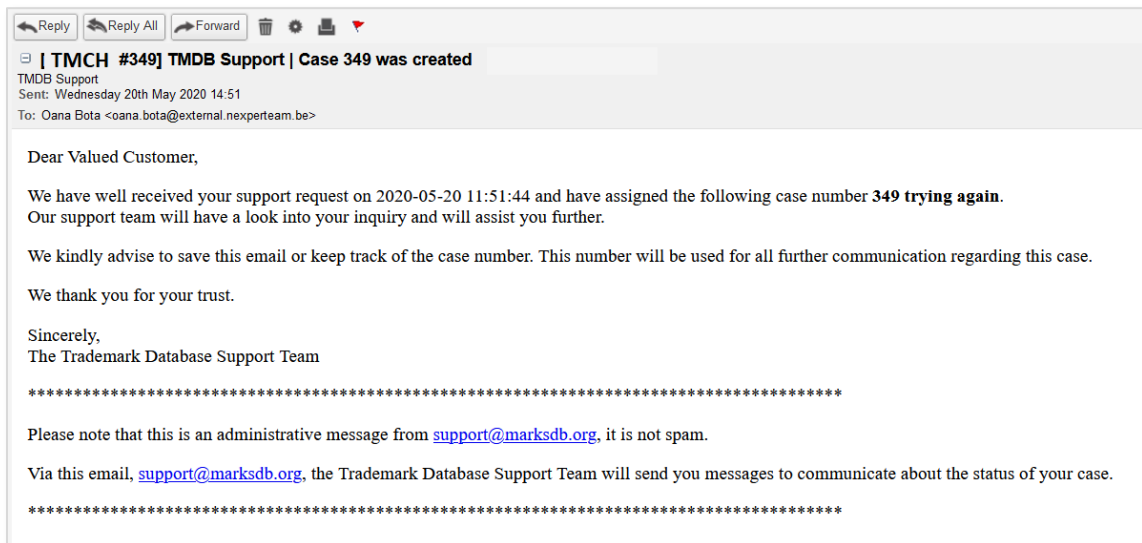
User Type	User Type Details
Registry	The TLD name.
Registrar	The registration ID (IANA).

5. Click **CREATE TICKET**.

The ticket is submitted to the TMDB Support team and a successful message appears on the top of the contact web form.



You will also receive an email notification that the ticket has been created. The email provides you with the ticket number.



Reply to a ticket

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

Note that for tickets that have been resolved, you have 5 days to reply if the resolution does not address your inquiry; otherwise, the ticket is closed.



If you've got an email notification informing you that the ticket has been resolved and you do not reply within 5 days since you receive the email notification, the ticket is automatically closed.

The TMDB Support Team does not communicate on a closed ticket; therefore, if you got an email notification informing you that the ticket has been closed, but your technical inquiry has not been addressed, 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 a new 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 tickets, you can also add attachments if needed.

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**