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.

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.

<table>
<thead>
<tr>
<th>Subject</th>
<th>Status</th>
<th>Created</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>#357  White list new IPs for TLDs</td>
<td>closed</td>
<td>2020-05-25T07:44:20Z</td>
<td>2020-05-25T07:45:02Z</td>
</tr>
<tr>
<td>#355 IP White list with TMCH</td>
<td>stalled</td>
<td>2020-05-25T07:17:05Z</td>
<td></td>
</tr>
<tr>
<td>#354 Request to update our IP whitelists</td>
<td>new</td>
<td>2020-05-25T07:15:39Z</td>
<td></td>
</tr>
<tr>
<td>#353 Reset password</td>
<td>open</td>
<td>2020-05-25T07:47:48Z</td>
<td></td>
</tr>
</tbody>
</table>

Ticket Detail

<table>
<thead>
<tr>
<th>Subject</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The ticket number followed by subject.</td>
<td></td>
</tr>
</tbody>
</table>

Status

- **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.

![Ticket Details](image)

The Ticket Details section appears.
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.

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.