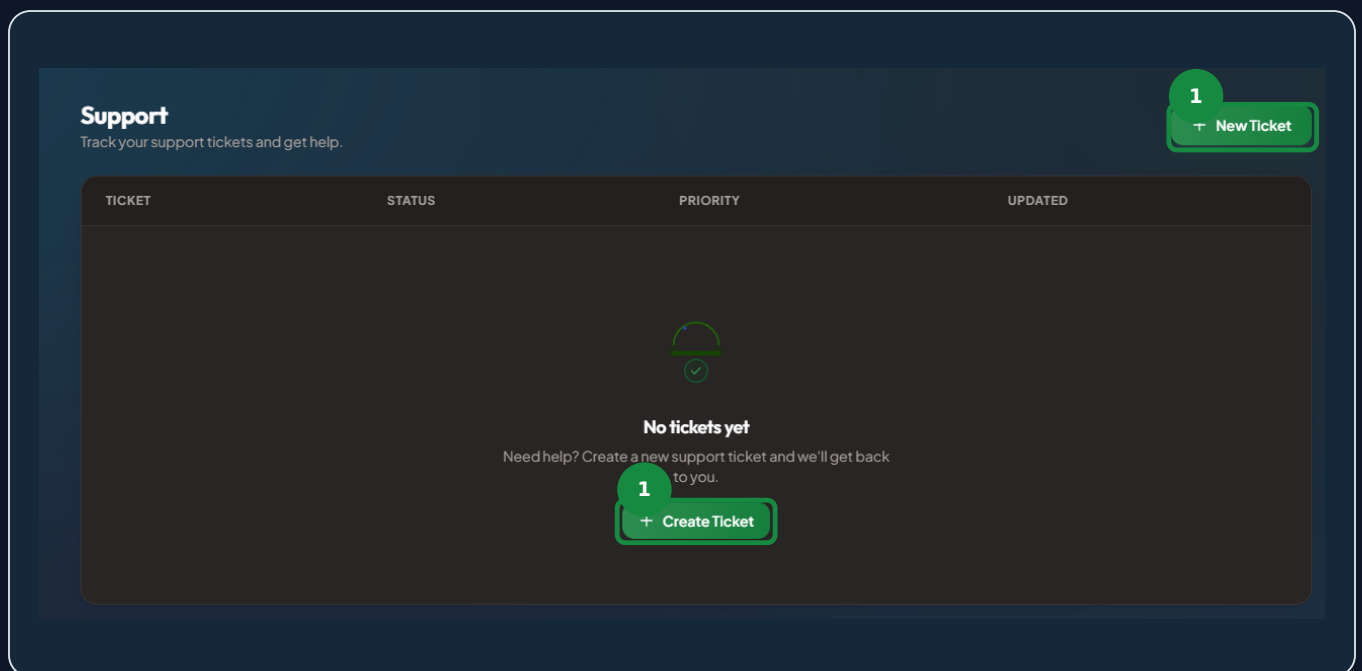




USER GUIDE

How to Create and Track a Support Ticket

A simple guide to getting help through Dotmac Selfcare



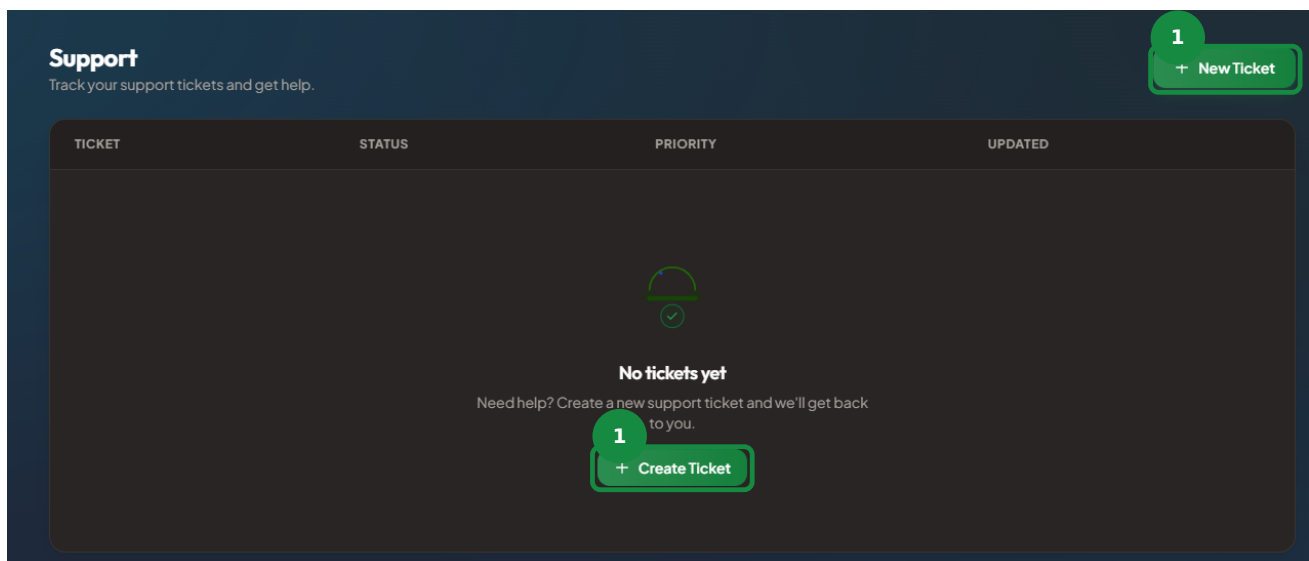
Get help through your Selfcare account

Visit selfcare.dotmac.io on your phone or computer



Open Support and Start a Ticket

Use the Support section whenever you need help with your Dotmac service or account.



If no ticket exists, you can select either New Ticket or Create Ticket.

1

Sign in

Go to selfcare.dotmac.io and sign in with the correct customer account.

2

Open Support

Select Support from the top navigation or the mobile menu.

3

Start a new ticket

Select the green New Ticket button. If there are no tickets, Create Ticket opens the same form.

4

Use one ticket per issue

Before creating another ticket, check whether the same issue already appears in your ticket list.



Complete the Support Ticket Form

Provide enough information for the support team to understand and investigate the issue.

Support > Create Ticket

Create Support Ticket

Describe your issue and we'll get back to you as soon as possible

Ticket Details

1

Brief summary of your issue

2

Normal

3

tion

Provide as much detail as possible about your issue...

4

Attachments (optional)

Choose Files No file chosen

Images or PDF, up to 5 MB each. Attachments stay with this portal ticket if CRM sync is delayed.

Cancel

5

Create Ticket

Complete each field

- 1

Subject: Write a short summary, such as No internet connection - Garki office.
- 2

Priority: Choose the priority that honestly matches the effect of the problem.
- 3

Description: Explain what happened, when it started and any troubleshooting already tried.
- 4

Attachments: Add clear images or PDF files when they will help support understand the issue.
- 5

Create Ticket: Check the information, then select Create Ticket once.

Give Support the Information They Need

A clear ticket helps the support team understand the problem without unnecessary delays.

Write a useful subject

Good: No internet connection - Garki office

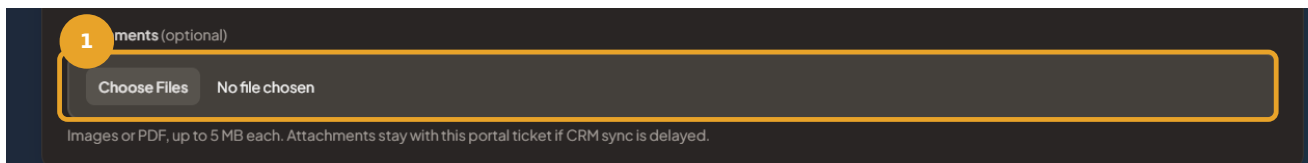
Avoid: Help, Test, Internet, Urgent

The subject should tell support what the problem is and, when useful, where it is happening.

Describe the problem

- What is not working
- When the problem started
- Whether every device is affected
- Router or ONT light status, if relevant
- Troubleshooting already attempted

Add a helpful attachment



Select Choose Files to attach images or PDF files. Each file can be up to 5 MB.

1

Choose the right priority

Select the level that best matches the actual impact. Do not mark every request as urgent.

2

Use clear evidence

Upload a readable screenshot, device photo or PDF. Remove unrelated private information.

3

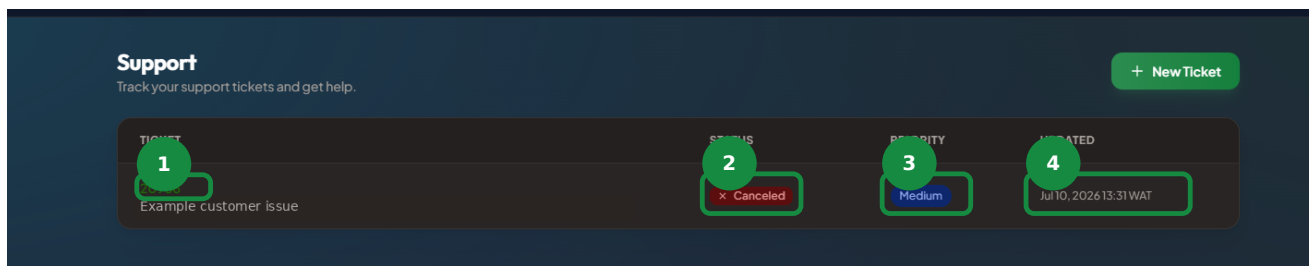
Protect your account

Never include your password, OTP, card PIN or other sensitive login information.

Final step: Review the subject, priority, description and attachments, then select Create Ticket once.

Track and Follow Up on a Support Ticket

The Support page shows the information you need to identify the ticket and check for updates.



Return to Support at any time to review the ticket list.

1. Ticket number

Use this number whenever you ask for an update.

2. Status

Shows the current state of the ticket.

3. Priority

Shows the urgency selected when the ticket was created.

4. Updated

Shows the date and time of the most recent change.

Need to follow up?

Email support@dotmac.ng and quote the ticket number. Do not open another ticket for the same issue unless Dotmac Support asks you to.

Email subject: Follow-up on Ticket #[ticket number]
Include: customer account ID, ticket number, short issue summary, last updated date and any new evidence.



Support Ticket Confirmation Checklist

Complete these checks when creating a ticket and when requesting an update.

Before you finish

- ☐ I signed in to the correct customer account.
- ☐ I used a short, specific subject.
- ☐ I selected a priority that matches the real impact.
- ☐ I explained what happened and when it started.
- ☐ I included the troubleshooting already attempted.
- ☐ I attached clear evidence when it was useful.
- ☐ I selected Create Ticket once and noted the ticket number.
- ☐ I checked the ticket status and last updated date before following up.
- ☐ I emailed support@dotmac.ng and included the ticket number when an update was needed.
- ☐ I did not create a duplicate ticket for the same issue.

If the ticket is not changing

Refresh the Support page and check the Updated date. If you still need help, email support@dotmac.ng with the ticket number.

What to keep

Keep the ticket number, copies of useful attachments and any email follow-up until the issue has been resolved.

Create clearly. Track the ticket. Follow up with the ticket number.