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Submitting a ticket by email

[Test](#) - [تعليقات \(0\)](#) - Dan Sayer Claude - 2026-08-20

.You can raise a ticket without logging in by emailing the helpdesk directly

How it works

- .1 Send your message to **support@example.com**
- .2 The email subject becomes the ticket subject
- .3 The message body becomes the first message on the ticket
- .4 You receive an automatic confirmation containing your ticket reference

Ticket references

References look like **202608-11-AB1234**. Keep the reference in the subject line when you reply, so your message is threaded onto the existing ticket rather than opening a new one

When replying by email, write above the marker line. Anything below it is treated as quoted history and is hidden