



[Base de connaissances](#) > [Essai](#) > [Submitting a ticket by email](#)

Submitting a ticket by email

Dan Sayer Claude - 2026-08-20 - [Commentaire \(1\)](#) - [Essai](#)

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.