Product: PS Secure

How to Submit an On-line Trouble Ticket

To submit a Trouble Ticket you can access our Member Helpdesk Portal at:
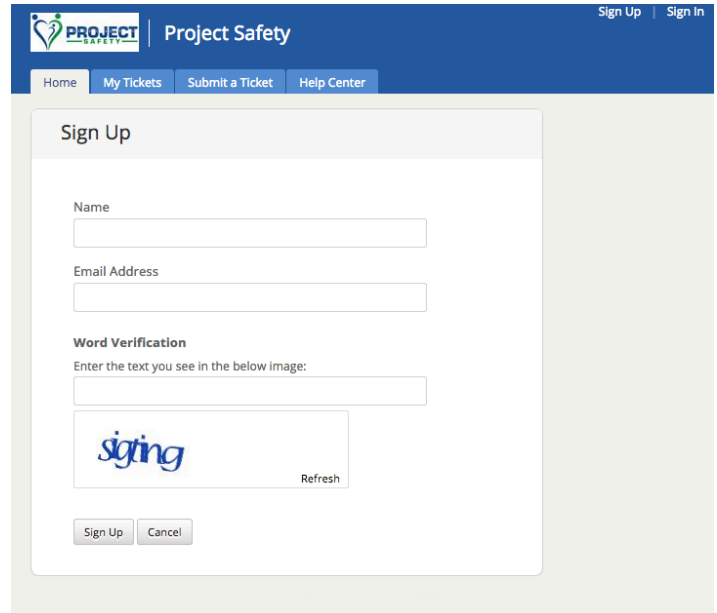
https://support.projectsafety.com

We recommend you create an account to improve your Helpdesk experience with us.
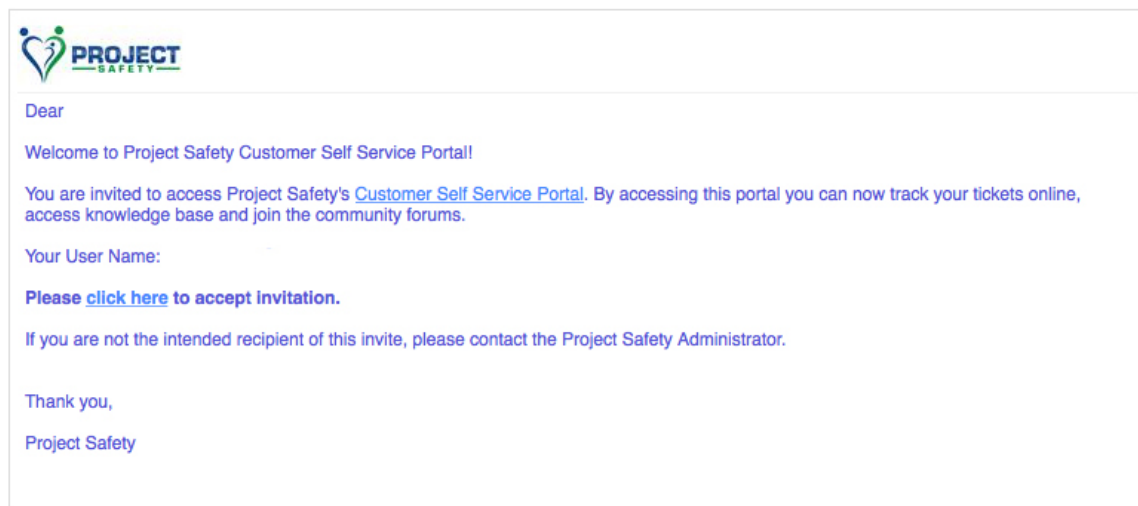
Create an Account

Step 1

1. **Click** Sign Up **in the upper right of the web page**
2. **Enter your first and last name in the** *Name* **field**
3. **Enter your email address in the** *Email Address* **field**
4. **Enter the Word Verification and click the** Sign Up **button**

Step 2

You will receive an email to activate your account. Click the link to activate your account and then create a password (your password must be at least 8 characters).

Step 3

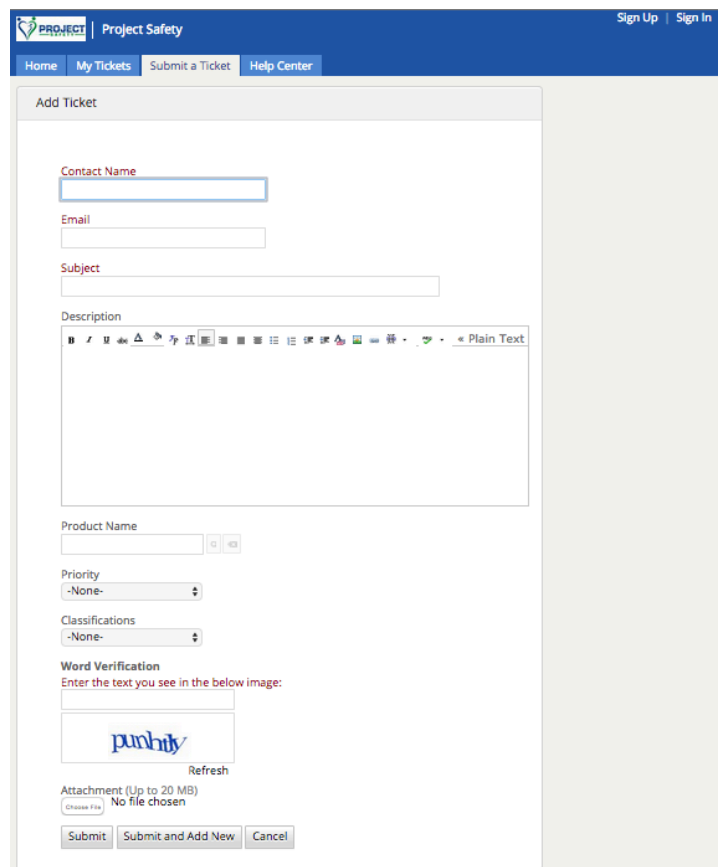**You now have successfully created your user account for our Support Portal!**

How to Submit a Trouble Ticket

Step 1

1. **From the customer portal click the** Submit a Ticket **tab**
2. **Then enter your name, email, and subject of the issue you are working to resolve.**
3. **Enter a detailed description of the problem**
4. **Enter the** *Product Name* **you are using or select the** Magnifying Glass icon **to see a list of available products**
5. **Select the** *Priority* **of your issue**
6. **Use the** *Classifications* **dropdown to identify your issue**
7. **Enter the** *Word Verification*
8. **Attach a file if necessary**
9. **Select the** Submit **button**

Step 2

You can view the status of your ticket from your Home screen and also through your email.