Can my customers come to Heart Internet if they have any support issues?

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If you are a reseller, we cannot provide support directly to your customers. We can only take action in an account wi[th]
direct permission, and the Data Protection Act prevents us from dealing directly with your customers. If your custome[rs]
require support, they will need to speak to you. Â However, you can use our detailed Customer Support Database as [a]
source of information for your customers. With no references to Heart Internet, the database is designed to fit within [the]
customer's eXtend Control Panel, and have your branding and name throughout. Â The Support Database is availab[le to]
your customers through their eXtend Control Panel. You can add the Support Database to individual hosting accoun[ts,]
certain hosting packages, or all your hosting packages. To add the Support Database to a single hosting account: C[lick]
'Manage Hosting Accounts' Click 'Edit' for the account you want to edit Check the box next to 'Enable Support Datab[ase']
Click 'Next' Click 'Next' Click 'Edit Package' The Support Database is now added for that account To add the Suppo[rt]
Database to a hosting package: Click 'Configure Hosting Packages' Click the hosting package you want to edit Che[ck the]
box next to 'Synchronise Accounts' Check the box next to 'Enable Support Database' Click 'Next' Click 'Next' Click '[Edit]
Package' The Support Database is now added for that package To add the Support Database to all your hosting
packages: Click 'Manage Support Database' Click 'Enable support database' The Support Database will now appea[r on all]
existing packages and accounts You can also limit what your customers see within the Support Database. Â If, for
example, you are not reselling Dedicated Servers, you can remove all the Support Database categories regarding
Dedicated Servers. To configure the Support Database: Click 'Manage Support Database' Uncheck the boxes for th[e]
categories you do not want your customers to see Click 'Update Now' The categories will now be arranged as you n[eed]
them You can also use the HostPay Support Ticket System in tandem with the Support Database to provide full cov[erage]
for your customers. To use the Support Ticket system on your HostPay site, you need to activate it from your HostPa[y]
administrative section. Â You can use a simple default email form, use your own ticketing system, or use the built-in
support ticketing system. If you choose the built-in system, your customers will then have the ability to create a Supp[ort]
Ticket on the 'Contact Support' page. Â There, they can enter in the subject, choose whether it is a Billing question o[r a]
General question from the drop-down menu, and then tell you about the problem in the body. Â Once they click 'Crea[te]
Ticket', the support ticket is in the system, and both you and the customer can update the ticket or close the ticket. T[o]
activate the Customer Support Ticket system: Click 'Customer Control Panel' Select the radio button next to 'HostPa[y]
Ticket System' Enter in the email address that will receive notifications of when tickets are created or updated Click '[Save]
Changes' If your customer's issue is something that you are unable to solve yourself, you are more than welcome t[o raise]
a Support Ticket with the Customer Services team. Â We will work with you to solve the problem, and you can inform [your]
customer when the problem is resolved.

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