

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

Article Number: 377 | Rating: 1/5 from 19 votes | Last Updated: Thu, Apr 23, 2015 at 11:50 AM

If you are a reseller, we cannot provide support directly to your customers. We can only take action in an account with direct permission, and the Data Protection Act prevents us from dealing directly with your customers. If your customers require support, they will need to speak to you. 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 your customer's eXtend Control Panel, and have your branding and name throughout. The Support Database is available to your customers through their eXtend Control Panel. You can add the Support Database to individual hosting accounts, to certain hosting packages, or all your hosting packages. To add the Support Database to a single hosting account: Click 'Manage Hosting Accounts' Click 'Edit' for the account you want to edit Check the box next to 'Enable Support Database' Click 'Next' Click 'Next' Click 'Edit Package' The Support Database is now added for that account To add the Support Database to a hosting package: Click 'Configure Hosting Packages' Click the hosting package you want to edit Check 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 appear on all existing packages and accounts You can also limit what your customers see within the Support Database. 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 the categories you do not want your customers to see Click 'Update Now' The categories will now be arranged as you need them You can also use the HostPay Support Ticket System in tandem with the Support Database to provide full coverage for your customers. To use the Support Ticket system on your HostPay site, you need to activate it from your HostPay administrative section. 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 Support Ticket on the 'Contact Support' page. There, they can enter in the subject, choose whether it is a Billing question or a General question from the drop-down menu, and then tell you about the problem in the body. Once they click 'Create Ticket', the support ticket is in the system, and both you and the customer can update the ticket or close the ticket. To activate the Customer Support Ticket system: Click 'Customer Control Panel' Select the radio button next to 'HostPay Support 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 to create a Support Ticket with the Customer Services team. We will work with you to solve the problem, and you can inform your customer when the problem is resolved.

Posted - Mon, Mar 16, 2015 at 2:39 PM.

Online URL:

<https://www.heartinternet.uk/support/article/can-my-customers-come-to-heart-internet-if-they-have-any-support-issue>