

## **How do I get support from the Heart Internet Customer Services team?**

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The Customer Services team is contactable through our Ticket Support system, our Live Chat system, or through Telephone Support. You can raise a Support Ticket, talk to someone on Live Chat, and find details on Telephone Support through the Heart Internet Customer Area. Before you contact our Customer Services team, there are two places you should first check for an answer. **If your site or email is down** Please check the current system status at [www.heartstatus.uk](http://www.heartstatus.uk). This will tell you if there are any problems with any of our systems, plus provide dates and times for upcoming planned maintenance. **If you have a question** Please check our Support Database: [www.heartinternet.uk/support](http://www.heartinternet.uk/support). Many of the questions our Customer Services team receives are already answered in our Support Database, and it only takes a few seconds to search the database to find the answer to your problem. You may have better results by searching for a particular keyword rather than a full question. For example, searching 'email iPad' will produce more results than 'how do I send email on my iPad'. **Contacting Customer Services** If you still cannot find the answer to your problem, you can raise a Support Ticket, talk to someone on Live Chat, or call our Telephone Support. If your question is more complex, we may need to escalate it to our Senior Support Team through the ticket process. Our Customer Services Team will raise or escalate the ticket on your behalf with all the details you have provided. **How to raise a Support Ticket** Log into your Heart Internet Customer Area Click on the 'Customer Services' link Click on the 'Create new ticket' button under 'Contact Customer Services' If you want to use a different contact for this ticket, please click on the + symbol next to 'If you would like to enter alternative contact information for this ticket, please click here'. Then enter in the name and email address you want to use for this ticket Select the service or domain name you have a question about Enter in a short one-line summary of the problem under 'Summary' Enter in the full details of the problem, including any error messages, under 'Details' If you want Heart Internet staff to be able to access your services, please tick the box next to 'I give permission for Heart Internet staff to access my services in accordance with the terms above.' If you have taken a screenshot of the problem, attach it under 'Optional File Attachment' If your email or website is completely inaccessible, please tick the box next to 'Tick this box if your email or website is completely inaccessible'. Please note that abuse of this option will result in an account suspension. Click 'Submit Ticket' Your ticket will now be sent to a Customer Services team representative who will review it and come back with a response within minutes. **How to use Live Chat** Click on the Sales Chat link on the top of this page or the Chat icon in the bottom right of this page Enter in your name and the email address you use as your customer login Select one of the options under 'How can we help you today?' Click "Submit" Wait for a Live Chat representative to talk to you When you are finished with your chat, click the 'X' to finish **How to use Telephone Support** To use Telephone Support, call **0330 660 0255** and choose the right option from the system. For added security, you will need to know the email address your account is attached to, and your Heart Internet Personal Identification Number. **To see your Heart Internet PIN** Log into your Heart Internet Customer Area Click on 'Contacts & Billing Details' Click on 'Account PIN' Click and hold on the button that says 'Click and hold to show PIN' Your four-digit PIN will be revealed

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