

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

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If your site or email is down

Please check the current system status at 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. **Three ways to get help** There are three ways to get help from Heart Internet – **Our Support Database** Full of how to guides, trouble shooting tips and FAQs, the Support Database, www.heartinternet.uk/support , can give you instant answers on everything from domain registration to setting up WordPress.

Many of the questions our customer services team receives on a daily basis are answered in this resource 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'. **Ticket support** You can raise a ticket for our customer services team from your Client Area by following these steps: 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**' **Live chat** You can start a live chat from your [Client Area](#) or by clicking on the 'Chat' speech bubble icon in the bottom right-hand corner of every Heart Internet web page – just so you know you'll need to accept cookies in order to access live chat this way.

Once you've clicked to start a live chat, follow these steps: 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 **Where to find your Heart Internet pin** You can find your Heart Internet pin by following these steps: Log into your [Heart Internet Customer Area](#) Click on the '**Contacts & Billing Details**' on the right hand menu 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 **Why can't I find a telephone number to contact support?** At Heart Internet we provide support by ticket and live chat rather than telephone communications for clarity and speed of issue resolution.

With ticket and live chat support, it's easier to keep a full, detailed and accurate account of all the communications we have with you.

So, if your query needs to get passed on to a second support representative or escalated to a senior member of the team, that person can pick up your case quickly and easily and there'll be no delay to your questions getting answered.

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Online URL:

<https://www.heartinternet.uk/support/article/how-do-i-get-support-from-the-heart-internet-customer-services-team.htm>