



BeVivid Support Centre – Online Ticketing System

Quick Guide

To access the ticketing system:

Visit: <http://support.bevivid.co.uk/>

To submit a support ticket:

1. Visit: <http://support.bevivid.co.uk/>
2. Click Open New Ticket button.
3. Enter Full Name, E-mail Address, Telephone Number, Help Topic, Subject and Message.
4. Click Open Ticket button.

To submit a ticket by e-mail:

Send an e-mail with your message to: helpdesk@support.bevivid.co.uk

To check the status of a ticket:

1. Visit: <http://support.bevivid.co.uk/>
2. Type your E-mail Address and Ticket Number (found in your e-mail receipt).
3. Click Check Status button.

To amend a ticket:

1. Follow the steps for checking the status of a ticket (above).
2. Click your ticket number or subject in the list.
3. Type your amended message in the Enter Message box.
4. Click the Post Reply button.