



Creating a support ticket

Support tickets are used to contact Green Trail Hosting about billing questions, service issues, and other support requests. Before opening a ticket, log in to your billing and support console. See the [Logging into Billing Portal](#) guide for detailed login instructions.

Open the Tickets Page

From your dashboard, find the navigation bar across the top of the page. Select **Support**, then choose **Tickets** from the drop-down menu.

The screenshot shows the Green Trail dashboard for a user named John Doe. The navigation bar at the top includes links for Dashboard, Services, Domains, Order, Support, Documents, and Affiliates. The 'My Account' section on the left displays client information for John Doe, including contact details and a 'Change' button. The main content area features several summary cards: 1 Service, 1 Invoice, 1 Domain, and 0 Tickets. Below these are five tables: Invoices (showing one invoice for \$15.00), Domains (showing one domain, TheApple.Org), Services (showing one service, Website Hosting), Transactions (showing no approved transactions), and Quotations (showing no pending quotations).

The Tickets page will open and display all support tickets associated with your account.

The screenshot shows the Green Trail dashboard with the 'Support' menu item selected in the navigation bar. The 'Tickets' section is active, displaying a message: 'There are currently no tickets with this status.' The 'Open Ticket' button is visible in the top right corner of the section.

Green Trail Hosting, LLC



Select the **Open Ticket** button.

- **Billing Ticket** — For billing, invoice, payment, or account-related questions.
- **Service Ticket** — For questions or problems involving one of your services.

Tickets	
Billing Issues regarding billing are taken care of here.	Service Issues regarding domains, web hosting, and other services are handled here.

After selecting a ticket type, the ticket draft window will open.





Complete the available fields:

- **Title:** Enter a clear summary of your question or issue.
- **Priority:** Select the appropriate priority for the request.
- **Related service:** Select the service associated with the ticket.
- **Details:** Describe the issue and include as much relevant information as possible.

The more information you provide, the easier it will be for us to understand and investigate your request. You can also upload files or images that show the issue.

Adding Other Recipients

The **Add Recipients** option is useful when you are part of an organisation and want additional people included in the ticket correspondence. Any recipients added here will be copied on messages related to the ticket.

Submit the Ticket

Review the information you entered, then select **Open Ticket**.

Your new ticket will appear on the Tickets page. You will also receive an email confirming that the ticket was opened successfully.

We aim to respond to all support tickets within 48 hours.

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Author: Samuel

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