



FYXO Global IT Support

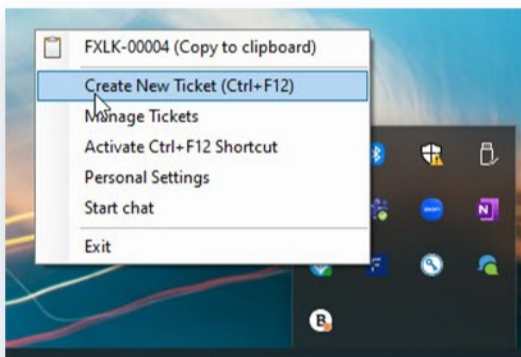
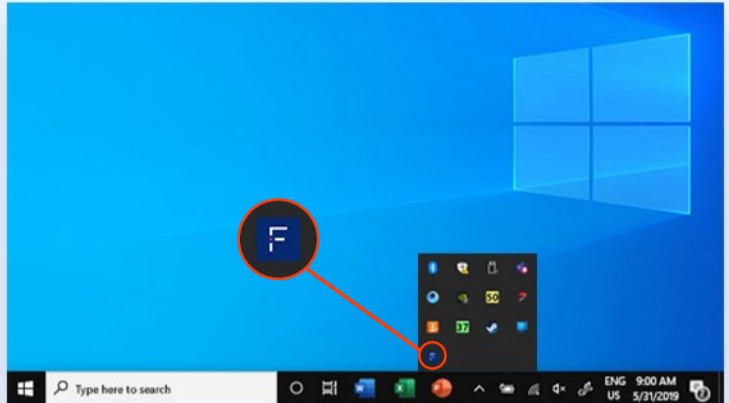
Creating a Support Ticket

Whenever you come across an issue with your system and need assistance from a support agent, you can now easily open a Support Ticket within a matter of minutes. This step-by-step guide will show you exactly how that can be done.

STEP 01

Navigate the FYXO Support Icon in the Taskbar

Your device is already installed with a program that allows you to Open and Manage Support Tickets. This program is in the Taskbar which can be found on the bottom-right corner of your screen.



STEP 02

Right-click on FYXO Support Icon and Select "Create New Ticket"

Once you have located the FYXO Support Icon, Right-click on it to open a small menu as shown here. Select the option "Create New Ticket".

STEP 03

Enter personal information and request for Token (Code)

Once you click on "Create New Ticket", a small window will pop up as shown here.

Enter your Full Name and Email Address and then select "Send Token".

Once this is done, an email will be sent to the email address you have provided and you will receive a token or a code. Enter that code as the "Confirmation Token" and then select "Save".

STEP 04

Enter personal information and request for Token (Code)

Once all the above steps are complete, your web browser will open the customer portal in which you can now enter the relevant details and create a support ticket as shown below.