How to Create a Support Ticket or Request

Josip Marusic - 2026-11-11 - How To Guides



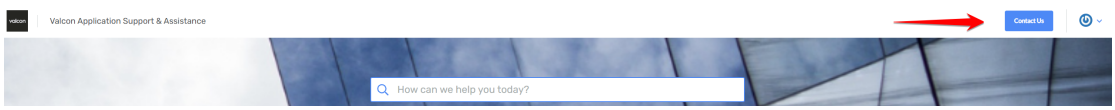
Dear Valued Customer,

As a user or administrator of an application built and maintained by Valcon, you may occasionally need to get in touch with our support team - to ask questions or for assistance with a process, but also to report bugs.

We have a dedicated support team in place to assist you with all of these requests and more, but particularly when you report a bug or issue to us, we need to ensure that we have as much information as possible as to what is going on. This means that we can be as efficient as possible when troubleshooting, testing and fixing problems that may pop up.

To assist you with this, we have put together a template on how best to provide this information - we know that sometimes all the information may not be available, but the more we have, the better it will be.

You can contact our Support Team by clicking on Contact Us in the top right corner and filling in the contact form. Contact us is also available as one of the tiles on the home page.



We would appreciate if you could describe us the expected and the actual behavior when possible. These are not necessary fields but can be helpful when troubleshooting. You can also describe the issue in the Message field and additionally, describe the steps you took so we could reproduce the issue more easily. Any additional attachments or screenshots are also welcome.

Name *

Email

Manage my email addresses

Company Name *

Priority / Urgency *

Select

Subject *

Message *

Expected Behaviour

Please describe the process or behaviour you were expecting to see.

Actual Behaviour

Please describe the actual process or behaviour you saw.

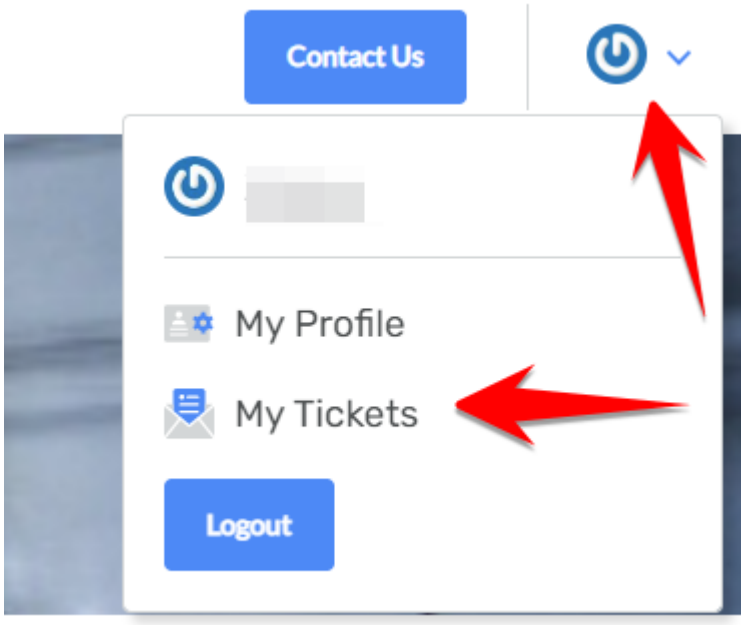
Add attachment

Choose files or Drag and drop

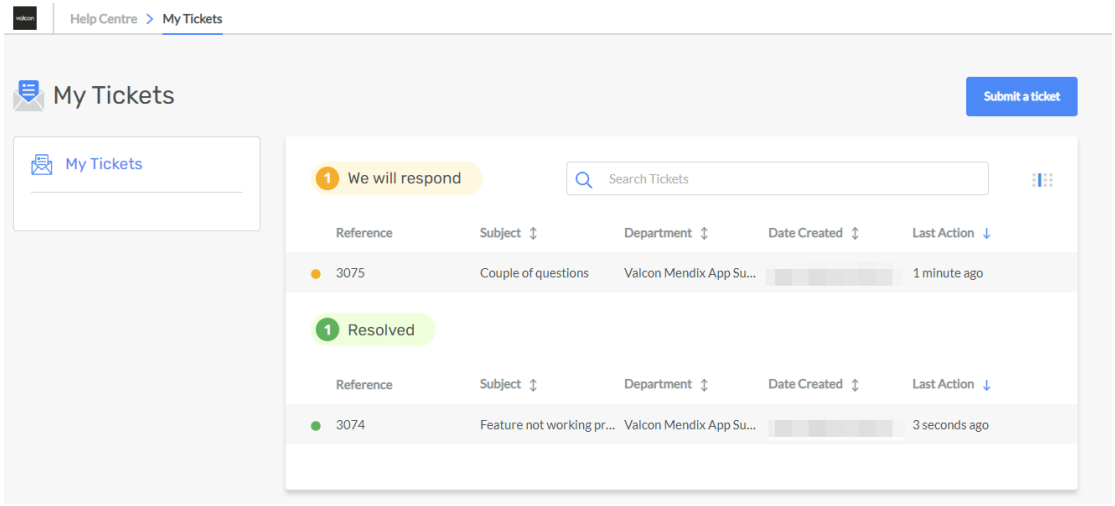
Submit

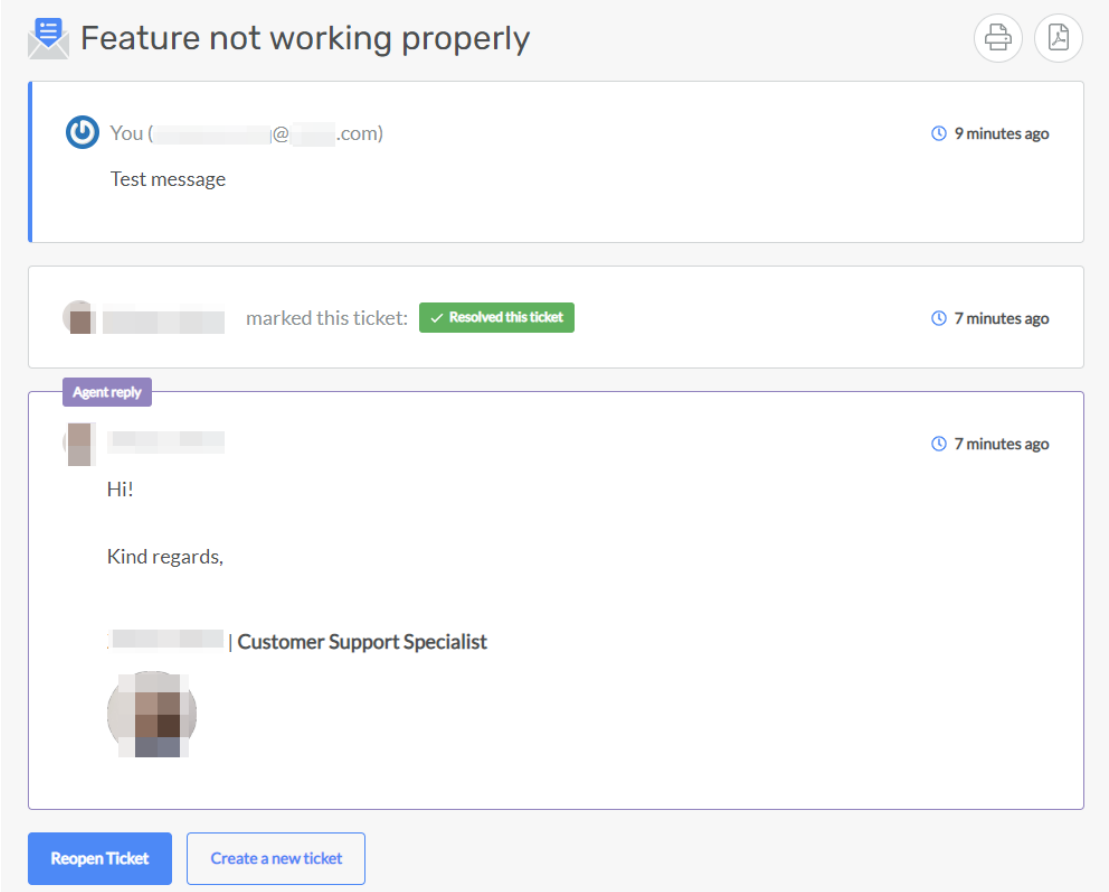
Reset

Through your Help Center profile, you will be able to track the status of all your submitted tickets by clicking on your profile logo in the top right corner.



Once you click on ‘My Tickets’, you will get the overview of the tickets you have sent and their current status. By clicking on the ticket you will see the details and our Agent’s reply.





Thanks and regards,

The Valcon Application Support Team

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