

How To Log A Support Request



Web Portal

Use the web portal to manage tickets for yourself or your company.

Web Portal

Effortlessly Manage Your Support Tickets

Our web portal is your gateway to seamless support ticket management for yourself or your company.

When you sign up for either our Pro-Active or Fully Managed package, we create a personalised account for you on the Managed Services Support Desk portal. You can conveniently create, respond to and track your support tickets with our NOC (Network Operations Centre).

To access the portal, simply follow these steps:

URL: [Warp MSP Manager](#)

Email: Your work email

Password: Use the password sent to you by our support desk.

Email Contact

Quick and Efficient Communication

For prompt assistance from our Support Team, you can reach out to us via email.

Simply send your request to support@warpdevelopment.com. This will instantly submit your request to our NOC, where a skilled technician will be assigned to assist you.

Rest assured, a unique ticket number will be generated for your reference.

To ensure a swift resolution, please remember to attach any relevant screenshots and provide detailed information about your request.

Using the Portal

Once logged into the portal you can easily create a ticket by clicking on the button and fill in the information regarding your request. Please add as much detail as possible as this will assist the team to support you as quickly as possible. View the status of cases including a history. If you are a portal manager you will be able to see all tickets created by users within your company.

Phone Contact

Sometimes, a direct conversation is all you need to resolve your concerns. To get in touch with our dedicated team via phone, simply call our Head Office at **+27 87 2300 392**.

You can ask our lovely receptionist to connect you to the Managed IT Services department.

WhatsApp

In our commitment to convenience, we offer you the option to reach out to us on WhatsApp. Once you send us a message, one of our skilled technicians will promptly respond, providing the assistance you require. Rest assured, a support ticket will be automatically created on your behalf, ensuring a streamlined resolution process.

WhatsApp number: +27 71 650 1186

Get in touch if you have any IT Support and Security questions or queries.



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<https://www.warpdevelopment.com/>



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