How to Open a New Support Ticket in the Client Area

Use the Technical Support Center · https://www.hyyat.com/en/knowledgebase/open-support-ticket/

> **In short:** To open a ticket: client area → Support → Open New Ticket, choose the department, write a clear subject, pick the service and priority, explain the problem with a screenshot, and submit. Put passwords only in the sensitive data field.

Short video (28 seconds)

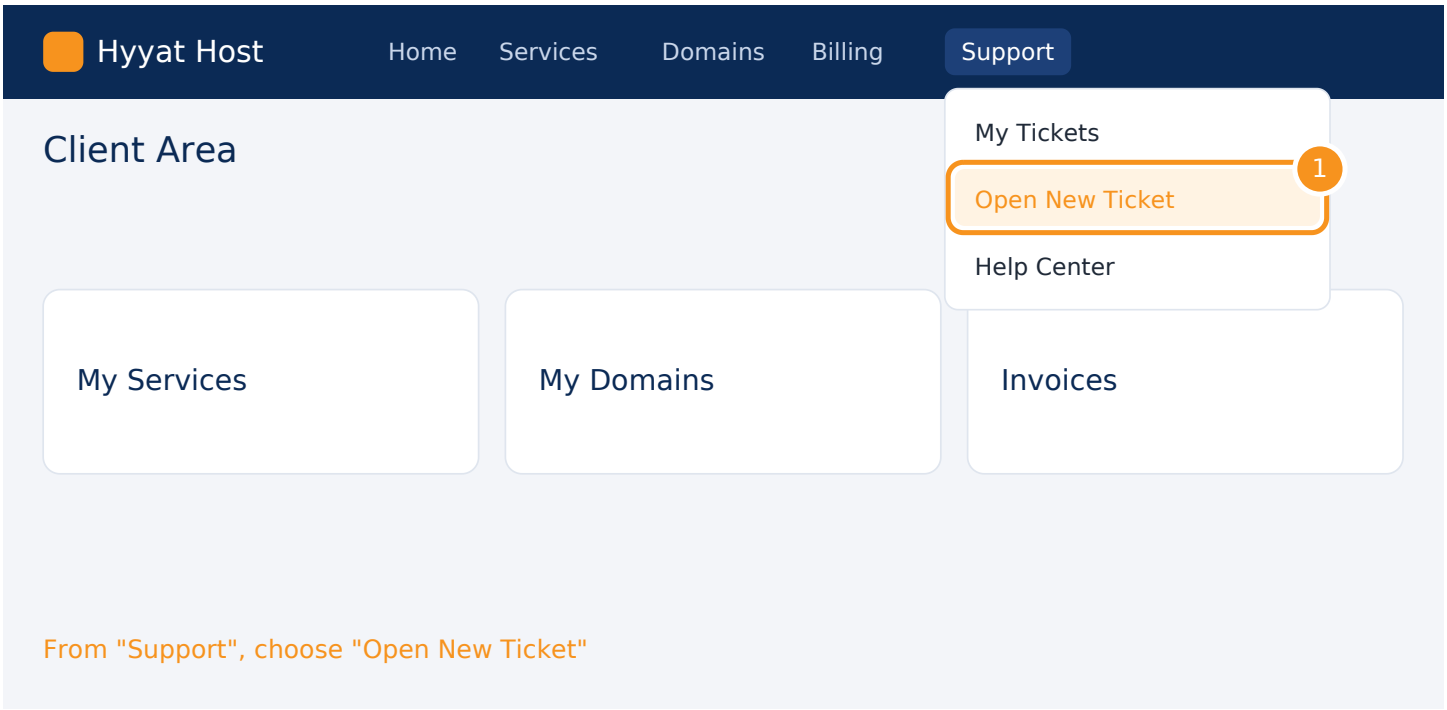
Embedded media: https://www.hyyat.com/wp-content/uploads/2026/10/sup-open-en.mp4?_=1

A ticket is the official way to ask for help with your Hyyat Host services. You need your client area login; if you forgot the password, see password recovery.

Steps to open a support ticket

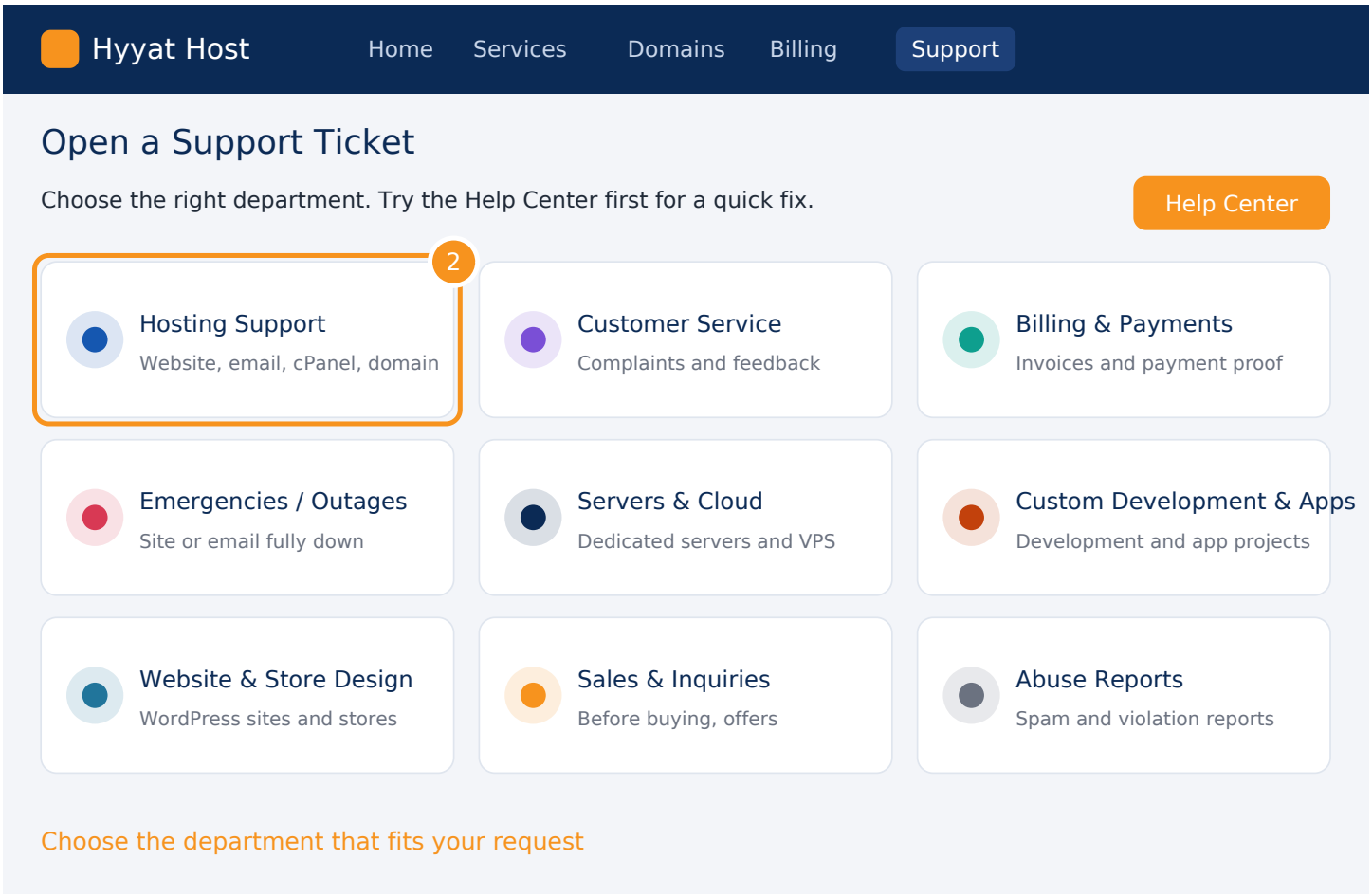
Step 1: Open "Open New Ticket"

Log in to the client area, open **Support** in the top menu and choose **Open New Ticket**, or open it directly here.



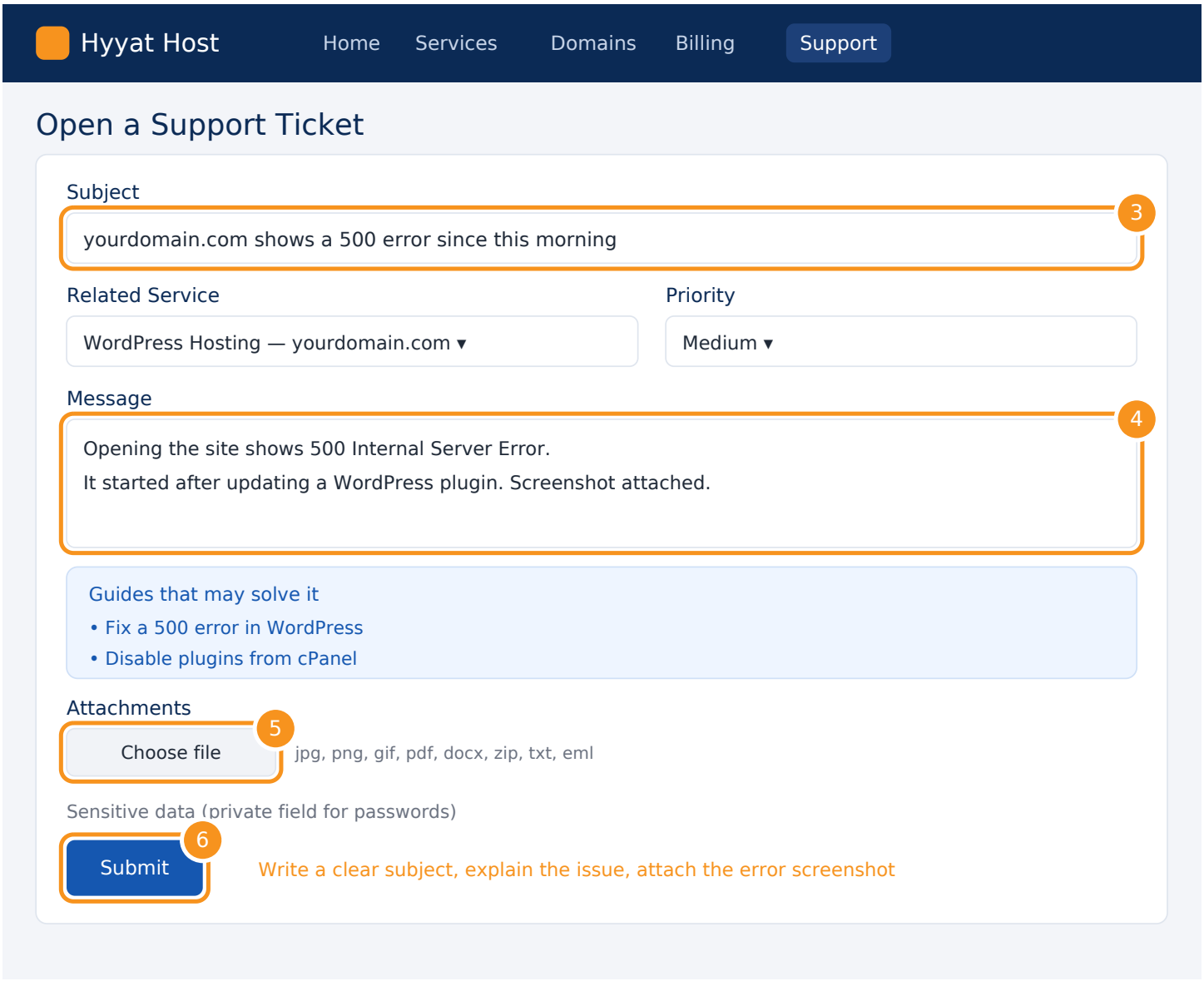
Step 2: Choose the department

Departments appear with an icon and description, and the **Help Center** button sits at the top if you want to search first. Pick the closest one; if unsure, see which department to choose.



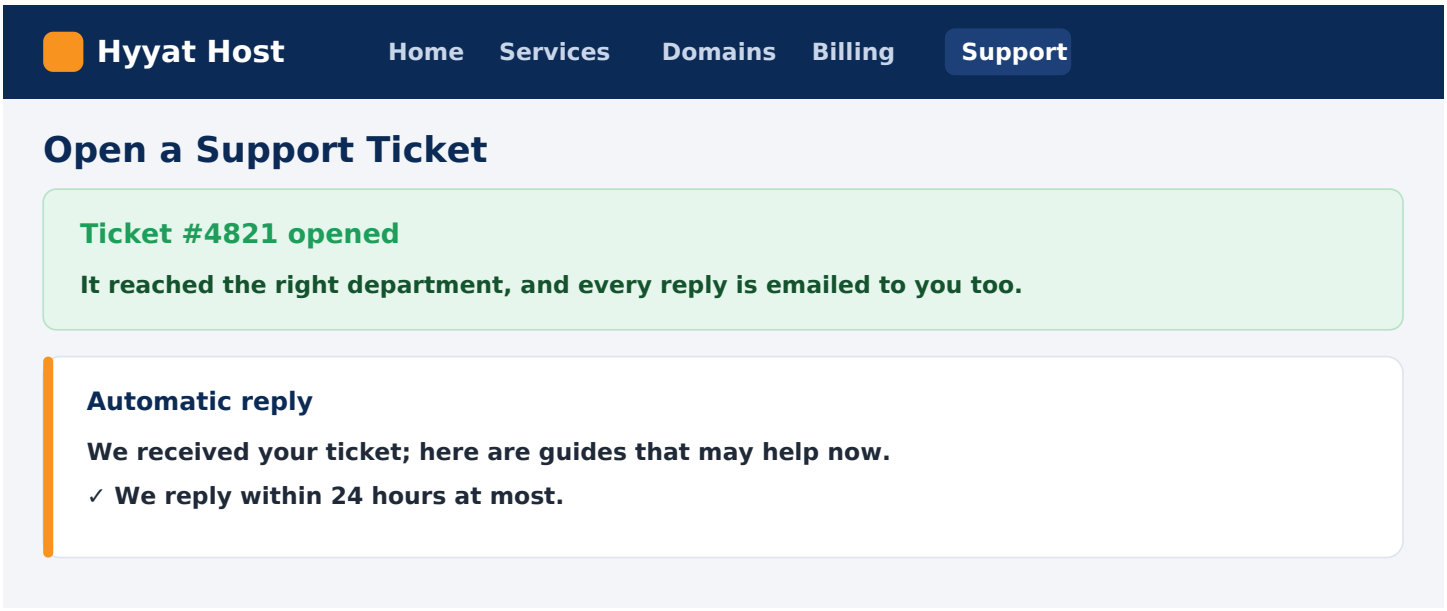
Step 3: Fill in the ticket and submit

1. **Subject:** a clear title naming the service and the problem.
2. **Related service and priority:** pick the affected service and the priority.
3. **Message:** explain what happens, the error text and what you did before it. As you type, the form suggests guides that may solve it right away.
4. **Attachments:** attach the error screenshot. Allowed: jpg, png, gif, pdf, docx, zip, txt and eml.
5. **Sensitive data:** if we need your site admin password, put it in this field only, never in the message.
6. Click **Submit**.



Step 4: Confirmation

A message shows your ticket number, and an email confirms it. Outside working hours an automatic reply confirms receipt and suggests helpful guides. We reply within 24 hours at most.



Example of a good ticket message

> yourdomain.com shows "500 Internal Server Error" since 9 am. It started after I updated the WooCommerce plugin from the WordPress dashboard. I tried two devices and browsers with the same result. Screenshot attached.

A message like this tells the team the service, the error text, when it started and the likely cause, so the fix can start right away without extra questions.

Which priority should I choose?

- **Low:** a question or a non-urgent change.
- **Medium:** a problem affecting part of the website or email.
- **High:** a serious problem affecting your business. If the website or email is completely down, choose "Emergencies / Outages".

After opening the ticket

Follow replies in "My Tickets" or by email, and see replying to a support ticket. If the ticket closes later, see why my ticket was closed.

FAQ

Can I open a ticket without an account?

Yes, in Sales, Design, Billing and Abuse. The other departments require a client area login.

What file types can I attach?

jpg, png, gif, pdf, docx, zip, txt and eml. Zip large files.

Can I add information after submitting?

Yes. Open the ticket from "My Tickets" and add a reply with the new information.

Should I write my password in the ticket?

Not in the message. Use the sensitive data field only when needed.

Related guides

- Hyyat Host support center
- When to open a support ticket
- Reply to a support ticket
- Why was my ticket closed?
- Log in to the client area

Need this service from Hyyat Host?Our team handles it for you, with support replying to tickets within 24 hours at most.

Web HostingSaudi Hosting