Hyyat Host Support Center: How to Get Help

Use the Technical Support Center · https://www.hyyat.com/en/knowledgebase/the-importance-of-the-technical-support-center/

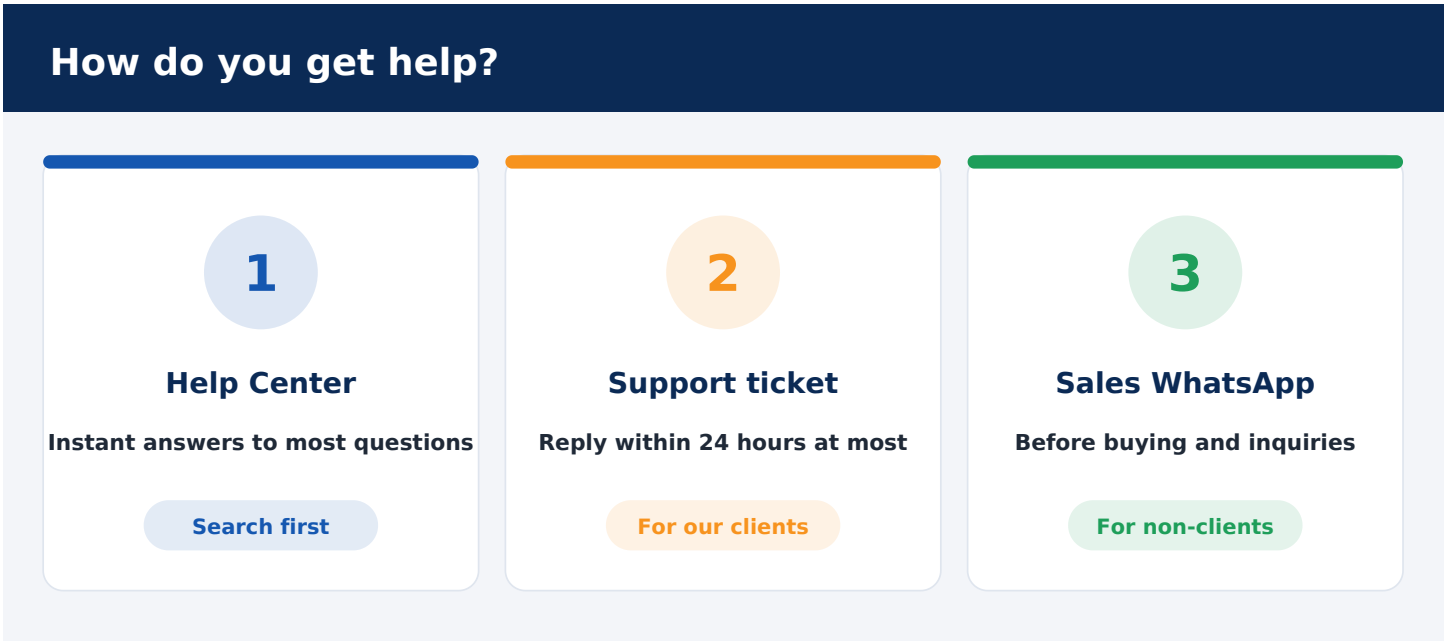
> **In short:** The Hyyat Host support center is the ticket system inside the client area: you open a ticket in the right department, every message is saved in your account, and every reply is emailed to you. Start with the Help Center; if it does not solve it, open a ticket and we reply within 24 hours at most.

Short video (18 seconds)

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

When you need help with your website, email, domain or invoice, the fastest route is the **support center**. This guide covers the three ways to reach us and when to use each, why we rely on written tickets rather than calls, and what the support center keeps for you.

Three ways to get help



1. **Help Center:** hundreds of illustrated guides for the most common questions, with instant answers. Search the Help Center.
2. **Support ticket:** for our clients, from the client area. It is the official way to request anything about an existing service. Open a ticket.
3. **Sales WhatsApp:** for questions before buying, and for anyone who is not a client yet. Message us on WhatsApp.

Why we rely on written tickets

A written ticket protects both you and us, because everything agreed stays on record and can be checked at any time:

- **When something breaks:** you explain it calmly and attach a screenshot, so the right team understands it the first time. A call cannot carry the exact error text or image.
- **When ordering a website or project:** you write every detail and similar site links, so nothing is lost on the way to the team, and the ticket becomes the reference at delivery.
- **When you ask for changes later:** we go back to the same ticket to see what was done before and how.
- **For payments:** every payment and its invoice number is recorded in the ticket.

What the support center keeps for you

What does the support center keep for you?

Full history

All your messages saved in your account

Email copy

Every reply is emailed to you too

Attachments

Error screenshots and files with the request

Clear status

You know where your ticket stands

- **Full history:** all your tickets and our replies stay in your account, closed ones included.
- **Email copy:** every reply reaches your account email, and you can reply to it directly.
- **Attachments:** you attach error screenshots and files to the request itself.
- **Clear status:** a progress bar shows where your ticket is: received, in progress, answered, closed.
- **One account per client:** we only discuss a service from inside its own account, and if you lose your login we verify ownership with questions about your service and payments first.

What is a support ticket?

A ticket is a written message you open from your client area account, delivered straight to the department that handles its topic. Each ticket has its own number and keeps every reply between you and our team in order, with dates and attachments, so you always know what you asked, when we answered and what was done. If you have several websites or services, you link the ticket to the right one so the team knows where to look from the start.

What happens after you open a ticket?

1. You see the ticket number and receive a confirmation email.
2. Outside working hours an automatic reply tells you when we resume and suggests guides that may solve it right away.

3. The right team reviews it, and the progress bar moves from "Received" to "In progress".
4. When we reply the status becomes "Answered" and the reply is emailed to you. We reply within 24 hours at most.
5. Once done, the ticket closes and stays in your account; you can reopen it by replying.

If you lose access to your account

First try password recovery from the login page. If your registered email no longer works, contact us and we will verify you own the account with questions about your service, subscription date and payments before any change. It can take a little time, but it protects your website and data from anyone claiming to own them.

A complaint or suggestion?

Open a ticket in "Customer Service – Complaints & Feedback". These go straight to management, and we value every note because it helps us improve for everyone. If it is about a specific ticket, include its number.

Prepare this before opening a ticket

- The domain or service that has the problem.
- The exact error text and a full-screen screenshot including the address bar.
- When it started and what changed before it, such as an update or a setting change.
- What you already tried, so we do not suggest the same steps.

Working hours and emergencies

The client area accepts tickets at any time. Working hours are Saturday to Thursday, 9 am to 6 pm Riyadh time; anything outside gets an automatic reply and is picked up when work resumes. We reply to every ticket within 24 hours at most. If your website or email is completely down, open the ticket in "Emergencies / Outages" so it reaches the right team directly.

Support departments at a glance

- **Hosting Support:** Website, email, cPanel and the domain linked to your hosting.

- **Customer Service – Complaints & Feedback:** A complaint or suggestion, reviewed by management.
- **Billing & Payments:** Invoices, bank transfer payment proof and billing questions.
- **Emergencies / Outages:** Only when your website or email is completely down.
- **Servers & Cloud:** Dedicated, cloud and VPS servers.
- **Custom Development & Apps:** Custom development projects and mobile apps.
- **Website & Store Design (WordPress):** Website and store design requests and changes.
- **Sales & Inquiries:** Questions before buying, offers and plans.
- **Abuse Reports:** Spam and violating content reports.

For details and examples, see when to open a ticket and which department.

Protecting your data in tickets

Never write passwords in the message. If we need your site admin login, put it in the sensitive data field on the ticket form, and change it after the work if you like. Replies also reach your email, so protect your registered email with a strong password.

Support center guides

- When to open a support ticket and which department
- Open a new support ticket from the client area
- Reply to a support ticket
- Why was my ticket closed? Finding previous tickets

FAQ

Is there phone support?

We rely on written tickets because they document everything. In an emergency, open a ticket in "Emergencies / Outages" first.

How long until you reply?

We reply to tickets within 24 hours at most.

I am not a client yet. How do I reach you?

Message sales on WhatsApp, or open a ticket in Sales or Design, which are open to non-clients.

What is the difference between a ticket and WhatsApp?

WhatsApp is for quick questions before buying. Any request about an existing service goes in a ticket, because it is linked to your account and documents everything.

Do replies reach my email?

Yes. Every reply reaches your account email, and you can reply to it directly.

Can I follow tickets on my phone?

Yes. The client area works fully on mobile, and you can open, reply and attach screenshots straight from your phone.

Where do I find my ticket number?

It shows on the ticket page and in the subject of every email about it.

Are old tickets deleted?

No. Closed tickets stay in your account; see finding previous tickets.

Related guides

- When to open a support ticket
- Open a new 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