SUBMIT A REQUEST THROUGH THE HELP CENTER

Use the Help Center to submit and track support requests. This article explains how to create clear, actionable tickets that support faster validation, routing, and resolution.

The Help Center is the preferred way to submit support requests because it provides visibility into your requests, allows attachments, and makes it easier to track updates and communicate with support.

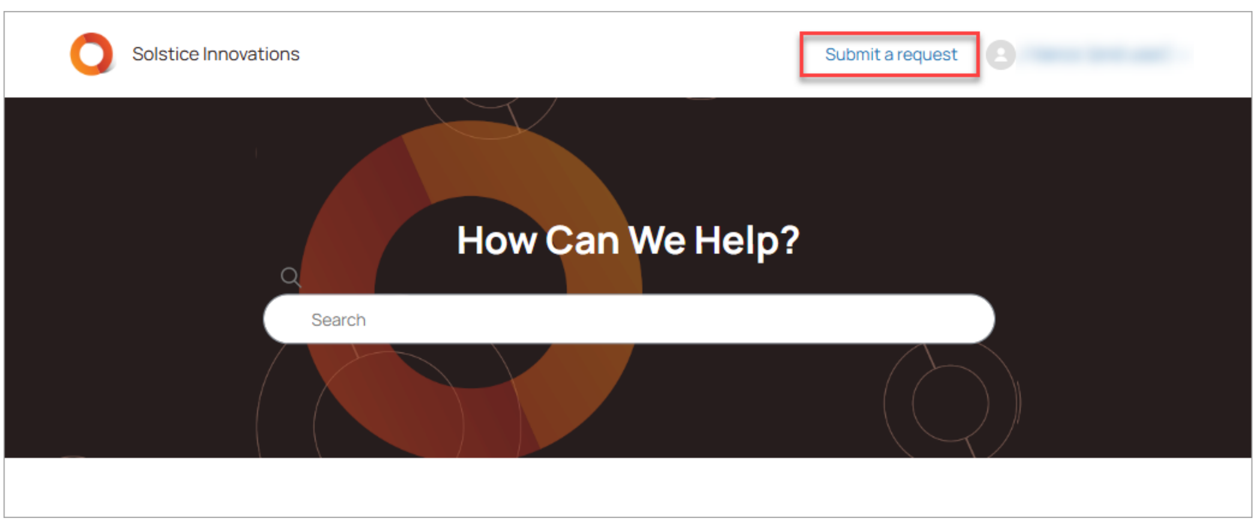
BEFORE YOU SUBMIT

Take a moment to gather the information that will help validate and route your request.

A strong request usually includes:

- A clear Subject
- A detailed Description
- Relevant screenshots or files
- Any policy numbers or impacted records
- The expected outcome

Submitting complete information upfront helps reduce follow-up questions and speeds resolution.

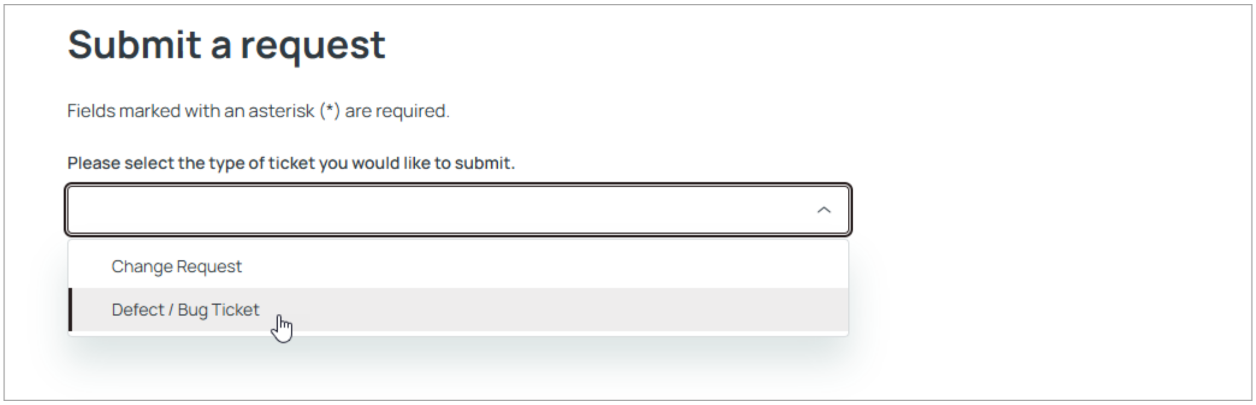


STEP 1 — SELECT A REQUEST TYPE

Choose the request type that best matches your need:

- **Defect/Bug Ticket** — Something is not working as expected.
- **Change Request** — A process, behavior, configuration, or enhancement is requested.

Selecting the correct request type helps route your request more efficiently.



STEP 2 — WRITE A CLEAR SUBJECT

Your subject should help identify the request quickly.

Recommended format:

[Policy Number or Product] – [Short Description]

Examples:

- 1234567890 – Payment Applied but Policy Not Issued
- NFIP Reporting – Renewal Status Missing Policies
- Consumer Portal – Payment Confirmation Not Displaying

Avoid:

- Urgent
- Help
- Policy Issue
- Broken

Priority and urgency should be explained in the request details rather than the subject line.

STEP 3 — DESCRIBE THE REQUEST

Use the Description field to explain:

What were you trying to do?

Describe the intended action.

What happened instead?

Describe the actual result.

What steps did you take?

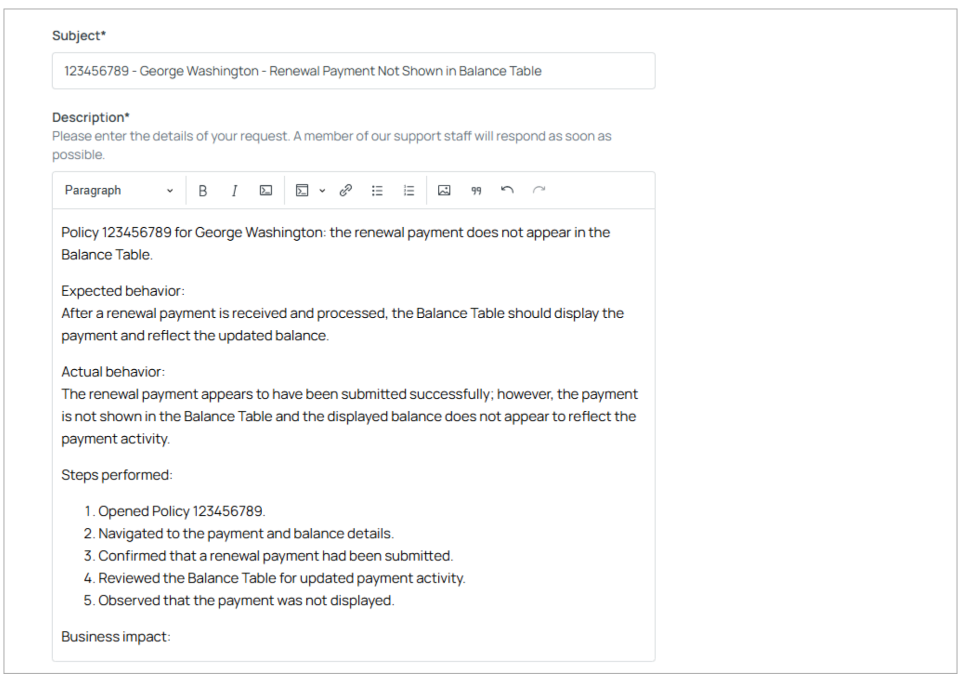
List actions taken before the issue occurred.

Why does timing matter?

If the request is urgent, explain the business impact.

Example:

> *Attempted to issue renewal after payment was received. Payment completed successfully but policy remained pending issuance. Customer renewal expires tomorrow.*



Subject*

123456789 - George Washington - Renewal Payment Not Shown in Balance Table

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Paragraph

Policy 123456789 for George Washington: the renewal payment does not appear in the Balance Table.

Expected behavior:
After a renewal payment is received and processed, the Balance Table should display the payment and reflect the updated balance.

Actual behavior:
The renewal payment appears to have been submitted successfully; however, the payment is not shown in the Balance Table and the displayed balance does not appear to reflect the payment activity.

Steps performed:

1. Opened Policy 123456789.
2. Navigated to the payment and balance details.
3. Confirmed that a renewal payment had been submitted.
4. Reviewed the Balance Table for updated payment activity.
5. Observed that the payment was not displayed.

Business impact:

💡 **Good tickets include both written details and screenshots.**
Screenshots provide context; written details remain searchable and easier to validate.

STEP 4 — ADD SUPPORTING FILES (OPTIONAL)

Attachments can provide helpful context.

Recommended attachments:

- Screenshots
- Error messages
- Supporting documents

Best practice:

Screenshots should support the written explanation, not replace it.

Include important details in writing whenever possible.

STEP 5 — SUBMIT AND TRACK YOUR REQUEST

After submitting:

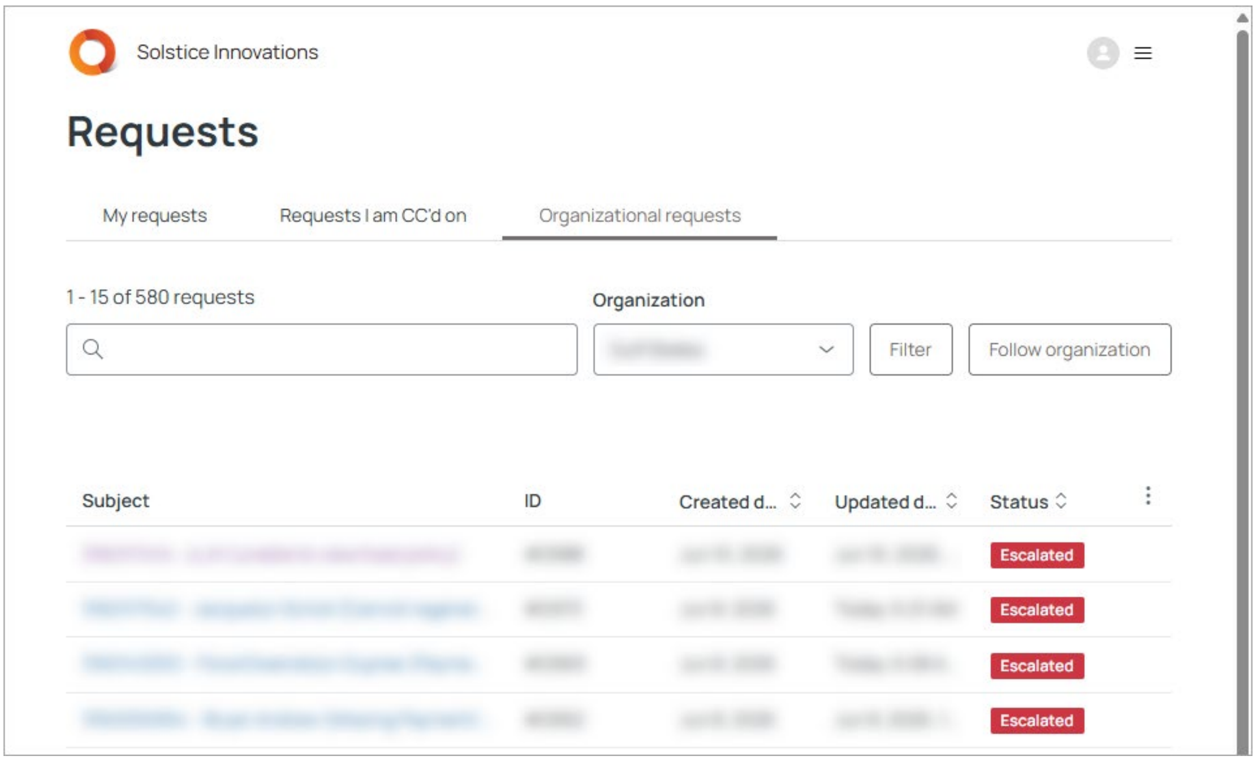
- A confirmation page will appear.
- Your request becomes available in the Requests area.
- You can monitor updates and respond if additional information is requested.

The Requests area includes:

- My Requests
- Requests I'm CC'ed On
- Organizational Requests

You can sort and customize columns to view additional ticket details.

If Support requests more information, reply directly to the ticket as quickly as possible to keep work moving.



Best Practices

✓ One request per issue
✓ Gather information before submitting
✓ Include screenshots and written details
✓ Explain urgency instead of labeling everything urgent
✓ Reply promptly if additional details are requested