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How to open a suport ticket

1. Go to

<http://sivehost.com/>

2. Click on Member Login

The screenshot shows the SiveHost website homepage. The browser address bar displays `sivehost.com/index.php#2`. The header features the SiveHost logo, a banner for an e-book, and a 'Member Login' button with a key icon, which is highlighted with a red rectangular box. Below the header is a navigation menu with links: Home, Shop Now, Domains, Web Hosting, Other, Who We are, and View Shopping Cart. The main content area is titled 'Website Hosting Service' and describes it as 'An alternative sales tool that works 24/7...'. It lists features such as 6.4 GB Storage Space, Unlimited E-mail Accounts, Unlimited Monthly Traffic, Unlimited Multi-Domain Hosting, 4,500 Free Website Templates, EASY Control Panel (Try Demo), 1-CLICK Script Installs, and Unlimited MYSQL Databases. A 'Start Now' button is prominently displayed. Below this, three hosting plans are showcased: StartUP Plan (R10/month), GoBIG Plan (R64/month), and GoHUGE Plan (R150/month). Each plan includes a list of features and an 'Order Now' button. The background of the main content area features a large image of server racks.

3. Put in your credentials



The screenshot shows the SiveHost client area at the URL <https://sivehost.com/clientarea.php>. The page features a dark blue header with the SiveHost logo, a promotional banner for an e-book, and a 'Member Login' button. Below the header is a navigation bar with links: Home, Shop Now, Domains, Web Hosting, Other, Who We are, and View Shopping Cart. The main content area has a light blue background with the text 'Professional Web Hosting Have Your Website Online In Minutes!' and an image of a server rack. A secondary navigation bar includes links: Home, Announcements, Knowledgebase, Network Status, Affiliates, Contact Us, and an 'Account' dropdown. The central focus is a 'Login' form with fields for 'Email Address' and 'Password', a 'Login' button, a 'Remember Me' checkbox, and a 'Request a Password Reset' link.

<https://sivehost.com/clientarea.php>

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[Member Login](#)

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Login

Email Address:

Password:

[Login](#) ☐ Remember Me

[Request a Password Reset](#)

Choose between the two options;either Option 1 or Option 2

Home Services Domains Billing Support **Open Ticket** Affiliates Hello, Rob!

Option 1

Account Information [Update Your Details](#)

Rob Shongwe (Whizzy Rob)
553 Tamarind Street
Pretoria, Gauteng, 0008
South Africa
whizzyrob@gmail.com

Account Overview

Number of Products/Services: **1** (1) - View »
Number of Domains: **1** (2) - View »
Number of Support Tickets: **2** - View »
Number of Referred Signups: **0** - View »
Billing Information: EFT/Bank Transfer

Check Availability of a New Domain

Check AvailabilityTransferOrder Hosting Only

Open Support Tickets 0 **Option 2** [Open New Ticket](#)

Date	Department	Subject	Status	Last Updated
There are currently no open support tickets				

Due Invoices 0

Invoice #	Invoice Date	Due Date	Total	Balance	Status
There are currently no unpaid invoices					

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For Option 1 or Option 2

4. Click Open Ticket

And fill in the Subject and the content of your query.

Open Ticket

Name

Rob Shongwe

Email Address

whizzyrob@gmail.com

Subject

Department

Sales

Related Service

None

Priority

Medium

Message

Attachments:

No file chosen

[Add More](#)

(Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip, .xls, .xlsx, .doc, .docx,)

5. Choose Related Service

Open Ticket

Name

Rob Shongwe

Email Address

whizzyrob@gmail.com

Subject

Department

Sales

Related Service

None

None

StartUp - mabhengeta.co.za (Active)

Domain - mabhengeta.co.za (Active)

Domain - whizzyrob.co.za (Expired)

Priority

Medium

Message

6. Choose the Priority level

Open Ticket

Name
Rob Shongwe

Email Address
whizzyrob@gmail.com

Subject

Department
Sales

Related Service
None

Priority
Medium
High
Medium
Low

Message

7. To further describe your query you can attach any document

Message
Query as per your query

Attachments:

Choose File No file chosen

Add More
(Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip, .xls, .xlsx, .doc, .docx,)

8. To add more attachments, click on Add More

Message

Query as per your query

Attachments:

[Choose File](#) 3.jpg

[Add More](#)

(Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip, .xls, .xlsx, .doc, .docx,)

[Submit](#) [Cancel](#)

9. Repeat steps 7 and 8 until satisfied.

Message

Query as per your query

Attachments:

3.jpg

No file chosen

[Add More](#)

(Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip, .xls, .xlsx, .doc, .docx,)

10. Click on submit when satisfied with the ticket.

Message

Query as per your query

Attachments:

3.jpg

[Add More](#)

(Allowed File Extensions: .jpg, .gif, .jpeg, .png, .pdf, .zip, .xls, .xlsx, .doc, .docx,)

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Support ticket created.

Open Ticket

Ticket Created #601858

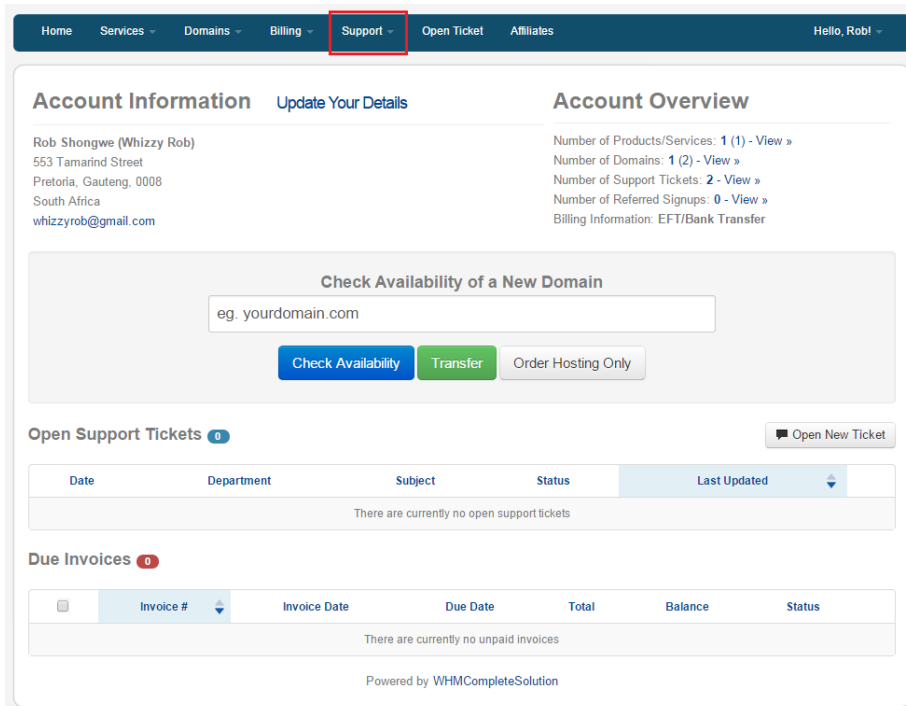
Your ticket has been successfully created. An email has been sent to your address with the ticket information. If you would like to view this ticket now you can do so.

Powered by WHMCompleteSolution

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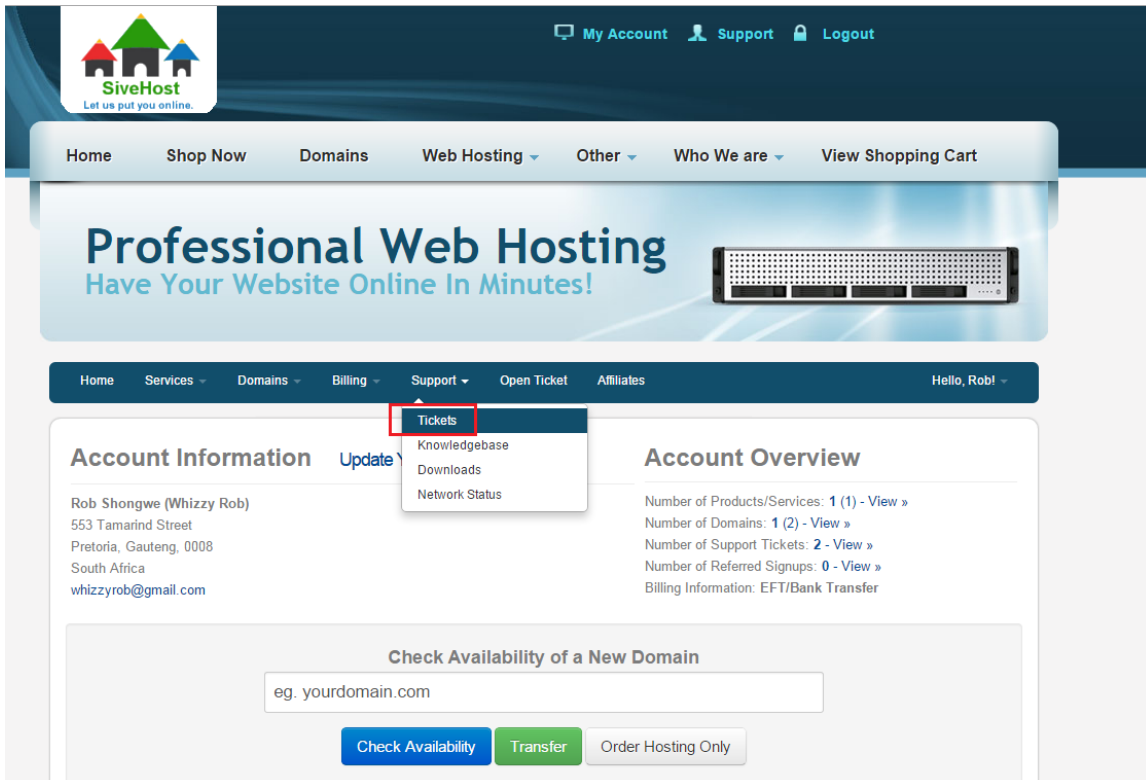
To view your tickets

1. Click on Support



The screenshot shows the SiveHost account dashboard. The top navigation bar includes links for Home, Services, Domains, Billing, Support (highlighted with a red box), Open Ticket, and Affiliates. The user is logged in as Rob Shongwe (Whizzy Rob). The dashboard is divided into two main sections: Account Information and Account Overview. The Account Information section displays the user's details: Rob Shongwe (Whizzy Rob), 553 Tamarind Street, Pretoria, Gauteng, 0008, South Africa, and email whizzyrob@gmail.com. The Account Overview section shows statistics: Number of Products/Services: 1 (1) - View, Number of Domains: 1 (2) - View, Number of Support Tickets: 2 - View, Number of Referred Signups: 0 - View, and Billing Information: EFT/Bank Transfer. Below these sections is a domain availability checker with a text input field containing 'eg. yourdomain.com' and three buttons: Check Availability, Transfer, and Order Hosting Only. Further down, there is a section for Open Support Tickets, which currently shows 0 tickets. Below that is a section for Due Invoices, which also shows 0 invoices. The footer of the dashboard mentions 'Powered by WHMCompleteSolution'.

2. Click on Tickets



The screenshot shows the SiveHost account dashboard with the Support menu expanded. The top navigation bar includes links for Home, Services, Domains, Billing, Support (expanded), Open Ticket, and Affiliates. The user is logged in as Rob Shongwe (Whizzy Rob). The Support menu is expanded, showing options: Tickets (highlighted with a red box), Knowledgebase, Downloads, and Network Status. The Account Information section displays the user's details: Rob Shongwe (Whizzy Rob), 553 Tamarind Street, Pretoria, Gauteng, 0008, South Africa, and email whizzyrob@gmail.com. The Account Overview section shows statistics: Number of Products/Services: 1 (1) - View, Number of Domains: 1 (2) - View, Number of Support Tickets: 2 - View, Number of Referred Signups: 0 - View, and Billing Information: EFT/Bank Transfer. Below these sections is a domain availability checker with a text input field containing 'eg. yourdomain.com' and three buttons: Check Availability, Transfer, and Order Hosting Only. The footer of the dashboard mentions 'Powered by WHMCompleteSolution'.

3. A list of submitted tickets

The screenshot shows the SiveHost website interface. At the top, there's a navigation bar with links: Home, Shop Now, Domains, Web Hosting, Other, Who We are, and View Shopping Cart. Below this is a banner for 'Professional Web Hosting' with the tagline 'Have Your Website Online In Minutes!' and an image of a server rack. A secondary navigation bar includes links: Home, Services, Domains, Billing, Support, Open Ticket, Affiliates, and a user greeting 'Hello, Rob!'. The main content area is titled 'My Support Tickets' with the subtitle 'Submit and track any enquiries with us here...'. It shows '2 Records Found, Page 1 of 1'. A search bar with the placeholder 'Enter Ticket # or Subject' and a 'Filter' button is present. Below is a table of tickets:

Date	Department	Subject	Status	Last Updated	
2nd February 2014 (17:11)	Sales	#591340 - Whizzy Rob-3concepts-3revisions	Closed	2nd February 2014 (17:13)	View Ticket
2nd February 2014 (16:54)	Technical Support	#911281 - Transfer of website	Closed	2nd February 2014 (17:04)	View Ticket

At the bottom of the table area, there are navigation links: '← Prev Page' and 'Next Page →'. To the right, there's a 'Results Per Page:' dropdown menu set to '10'. At the very bottom, it says 'Powered by WHMCompleteSolution'.

How to reset your password

1. Follow same instructions to the log-in page, and click on Request a Password Reset

https://sivehost.com/clientarea.php

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Login

Email Address:

Password:

[Login](#) ☐ Remember Me

[Request a Password Reset](#)

2. Insert your email address

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Lost Password Reset

If you have forgotten your password, you can reset it here. When you fill in your registered email address (and answer your account security question if set), you will be sent instructions on how to reset your password.

Email Address:

[Submit](#)

3. Then click submit, you will get an email with a link to reset your password



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[Home](#) [Shop Now](#) [Domains](#) [Web Hosting](#) [Other](#) [Who We are](#) [View Shopping Cart](#)

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Lost Password Reset




If you have forgotten your password, you can reset it here. When you fill in your registered email address (and answer your account security question if set), you will be sent instructions on how to reset your password.

Email Address:

[Submit](#)

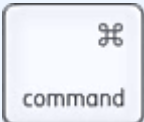
How to take a screen shot

How to take a screenshot on a Mac

hold down  and  and press  =


Your Mac captures the entire **screen** and saves it as a **file** on the desktop. The file name will look like "Screen shot 2015-01-17 at 08.45.00 AM.png".

How do I take a partial screenshot?

hold down  and  and press  =

Use your mouse to draw a **rectangle** in order to specify what to capture – **or** press the **spacebar** and then click on something (e.g. a **window**) to capture it. Your Mac then saves it as a **file** on the desktop. The file name will look like "Screen shot 2015-01-17 at 08.45.00 AM.png".

I don't need a file. How can I have a screenshot in the clipboard instead?

hold down  together with any of the combinations above =

Your Mac takes a screenshot and copies it to the **clipboard** (instead of saving it as a file).

I guess it's in the clipboard now. How can I [paste](#) it into a document or something?

hold
down



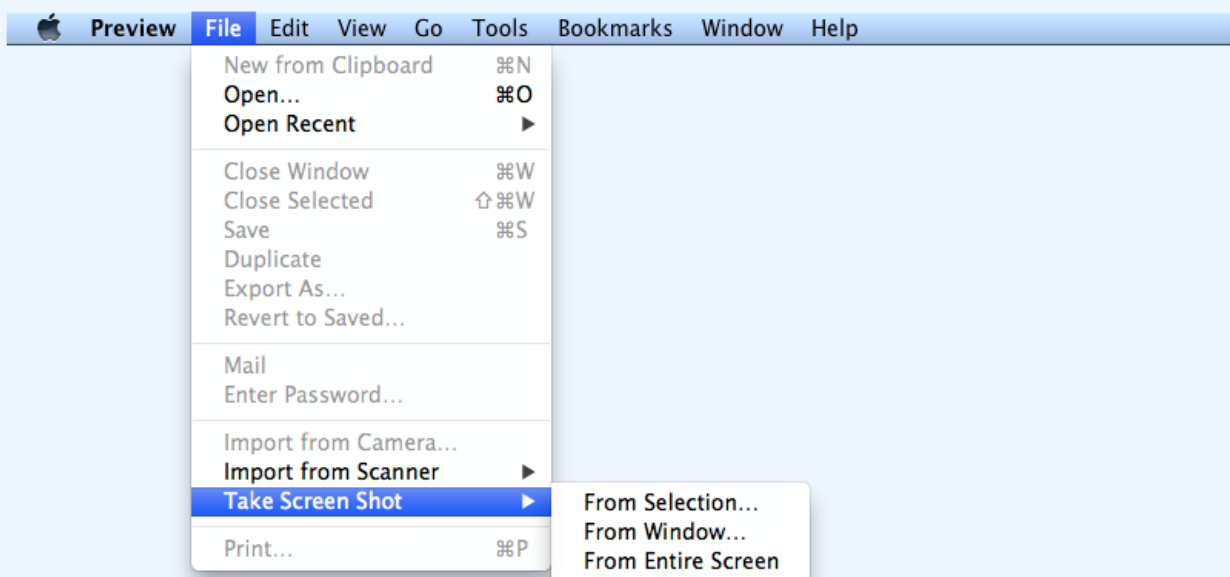
and
press



=

Your Mac pastes the
screenshot (that is in
the **clipboard**) into a
document or image
you are currently
editing.

I don't like keyboard shortcuts. How can I take a screenshot using [Preview](#)?

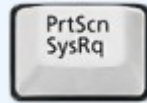


How can I have my screenshots in other file formats than PNG?

With **Preview** (see previous question) you can save your screenshots in JPG, TIFF, PDF, and other file formats.

How do I take a screenshot?

press



=

Windows captures the entire **screen** and copies it to the (invisible) **clipboard**.

Where can I find that key?



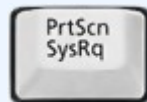
Look for this group of keys at the **upper right** of your keyboard. Note: **Print Screen** (PrtScn) might have been abbreviated differently on your keyboard.

How do I take a screenshot of a single window?

hold
down



and
press



=

Windows captures only the currently active **window** and copies it to the **clipboard**.

I guess it's in the clipboard now. How can I [paste](#) it into a document or something?

hold
down



and
press

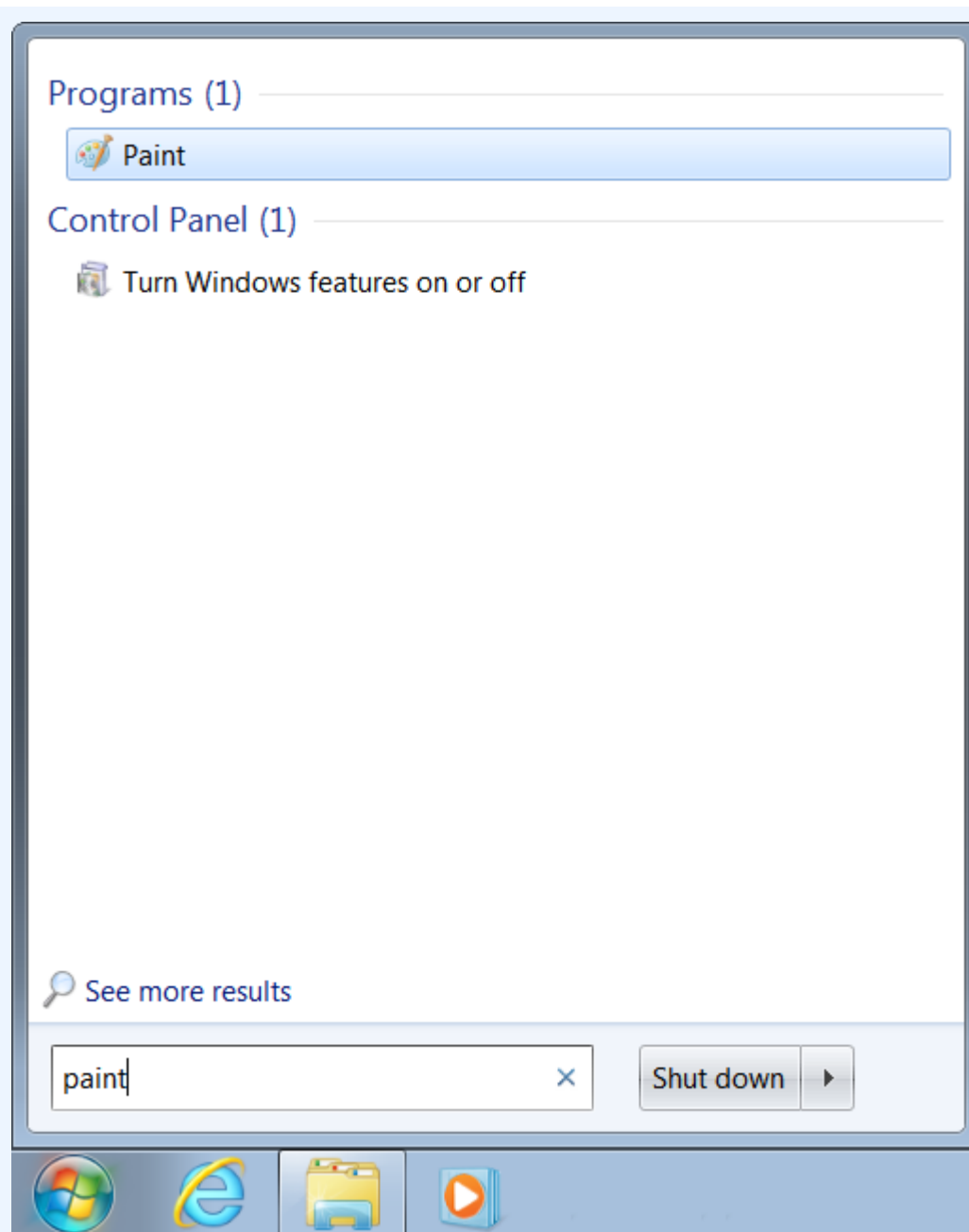


=

Windows pastes the screenshot (that is in the **clipboard**) into a document or image you are currently editing.

Where should I paste it? I just need a (graphics) file.

1. Start "Paint"
2. Paste
3. Save



Is there a dedicated program for taking screenshots? How can I find?

