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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 homepage of SiveHost. At the top, there is a navigation bar with links for 'Check Webmail', 'View Cpanel', 'FAQ', and 'Register'. A 'Member Login' button is highlighted with a red box. Below the navigation bar is a main banner for 'Website Hosting Service' with a price of 'R64 /month' and a 'Start Now' button. The banner 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'. Below the banner are three hosting plans: 'StartUP Plan' (R10/month), 'GoBIG Plan' (R64/month), and 'GoHUGE Plan' (R150/month). Each plan includes '1 GB Storage Space', 'Unlimited Email Accounts', and 'Unlimited Website Traffic'. The 'GoHUGE Plan' also includes '15 GB Storage Space'. Each plan has an 'Order Now' button.

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 navigation menu with links like 'Check Webmail', 'View Cpanel', 'FAQ', and 'Register', and a main banner for 'Professional Web Hosting'. Below the banner is a secondary navigation menu with links like 'Home', 'Announcements', and 'Contact Us'. The central focus is a 'Login' form with the following elements:

- Email Address:** A text input field.
- Password:** A text input field.
- Login:** A blue button.
- Remember Me:** A checkbox.
- Request a Password Reset:** A text link.

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 Availability](#) [Transfer](#) [Order 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

The screenshot shows the 'Open Ticket' form with the following fields and values:

- Name:** Rob Shongwe
- Email Address:** whizzyrob@gmail.com
- Subject:** (empty text box)
- Department:** Sales
- Related Service:** None
- Priority:** A dropdown menu is open, showing options: Medium (selected), High, Medium, and Low.
- Message:** (empty text area)

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

The screenshot shows the 'Message' field containing the text 'Query as per your query'. Below it is the 'Attachments' section, which includes a 'Choose File' button (highlighted with a red box), the text 'No file chosen', and an 'Add More' link. Below the 'Add More' link, it lists 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:**

3.jpg

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

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.

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# To view your tickets

1. Click on Support

The screenshot shows a user dashboard with a dark blue navigation bar at the top. The navigation bar contains the following items: Home, Services, Domains, Billing, Support (highlighted with a red box), Open Ticket, and Affiliates. On the right side of the navigation bar, it says "Hello, Rob!". Below the navigation bar, the dashboard is divided into two main sections: "Account Information" and "Account Overview". The "Account Information" section displays the user's name "Rob Shongwe (Whizzy Rob)", address "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 "Check Availability of a New Domain" section with a text input field containing "eg. yourdomain.com" and three buttons: "Check Availability", "Transfer", and "Order Hosting Only". At the bottom, there are sections for "Open Support Tickets" (showing 0 tickets) and "Due Invoices" (showing 0 invoices). A footer note says "Powered by WHMCompleteSolution".

2. Click on Tickets

The screenshot shows the same user dashboard as above, but with the "Support" menu item expanded. The "Support" menu is now a dropdown menu with three items: "Tickets" (highlighted with a red box), "Knowledgebase", and "Downloads". The "Account Information" and "Account Overview" sections are identical to the previous screenshot. The "Check Availability of a New Domain" section is also identical. The "Open Support Tickets" and "Due Invoices" sections are still present. The footer note "Powered by WHMCompleteSolution" is also visible.

3. A list of submitted tickets

**SiveHost**  
Let us put you online.

My Account Support Logout

Home Shop Now Domains Web Hosting Other Who We are View Shopping Cart

## Professional Web Hosting

Have Your Website Online In Minutes!

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

### My Support Tickets

Submit and track any enquiries with us here...

2 Records Found, Page 1 of 1

Enter Ticket # or Subject

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

← Prev Page Next Page →

Results Per Page:

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## 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

**SiveHost**  
Let us put you online.

LEARN THE SECRETS TO AUTOMATED WEB HOSTING.  
Do Hosting Right, And Save Yourself Time.  
[Click to Download E-BOOK](#)

Member Login

Check Webmail View Cpanel FAQ Register

Home Shop Now Domains Web Hosting Other Who We are View Shopping Cart

**Professional Web Hosting**  
Have Your Website Online In Minutes!

Home Announcements Knowledgebase Network Status Affiliates Contact Us Account

### Login

Email Address:

Password:

Login  Remember Me

[Request a Password Reset](#)

2. Insert your email address

**SiveHost**  
Let us put you online.

LEARN THE SECRETS TO AUTOMATED WEB HOSTING.  
Do Hosting Right, And Save Yourself Time.  
[Click to Download E-BOOK](#)

Member Login

Check Webmail View Cpanel FAQ Register

Home Shop Now Domains Web Hosting Other Who We are View Shopping Cart

**Professional Web Hosting**  
Have Your Website Online In Minutes!

Home Announcements Knowledgebase Network Status Affiliates Contact Us Account

### 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

The screenshot shows the SiveHost website interface. At the top, there is a dark blue header with the SiveHost logo on the left, a central banner for an e-book titled "LEARN THE SECRETS TO AUTOMATED WEB HOSTING. Do Hosting Right, And Save Yourself Time." with a "Click to Download E-BOOK" button, and a "Member Login" button on the right. Below the header is a navigation menu with links: Home, Shop Now, Domains, Web Hosting, Other, Who We are, and View Shopping Cart. A secondary navigation bar contains: Home, Announcements, Knowledgebase, Network Status, Affiliates, Contact Us, and Account. The main content area is titled "Lost Password Reset" and contains the following text: "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." Below this text is a form with the label "Email Address:" and a text input field. A blue "Submit" button is located below the input field and is highlighted with a red rectangular border.

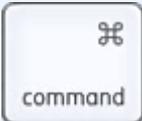
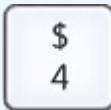
## How to take a screen shot

### 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



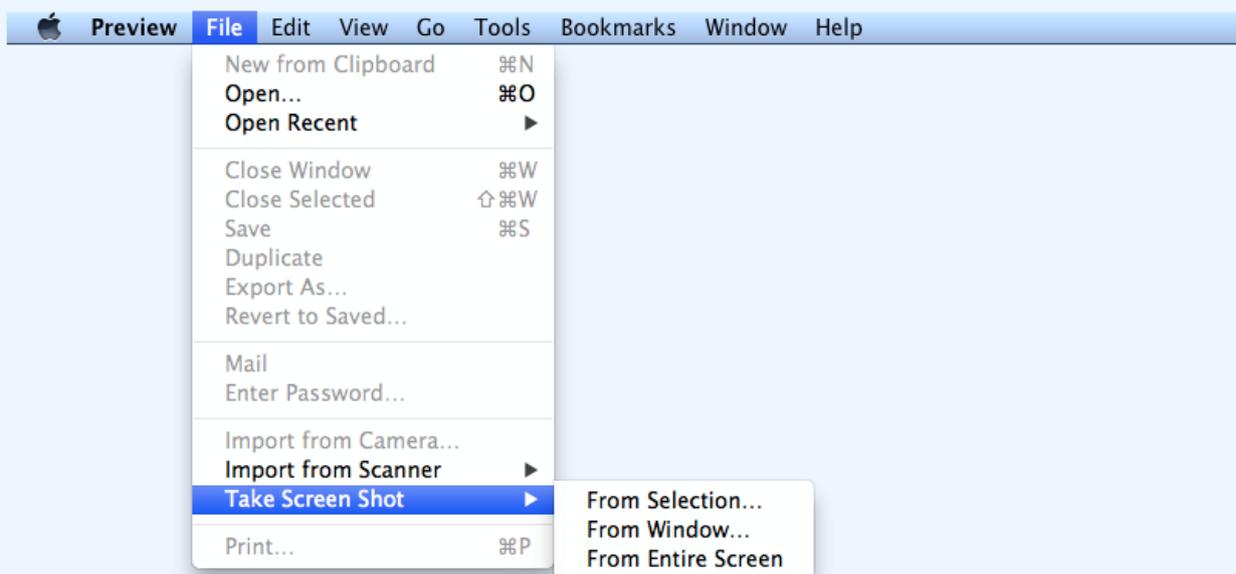
and  
press



=

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

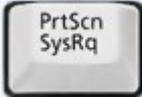
I don't like keyboard shortcuts. How can I take a screenshot using [Preview](#)?



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?

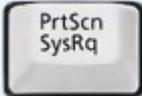
press  = Windows captures the entire **screen** and copies it to the (invisible) **clipboard**.

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?

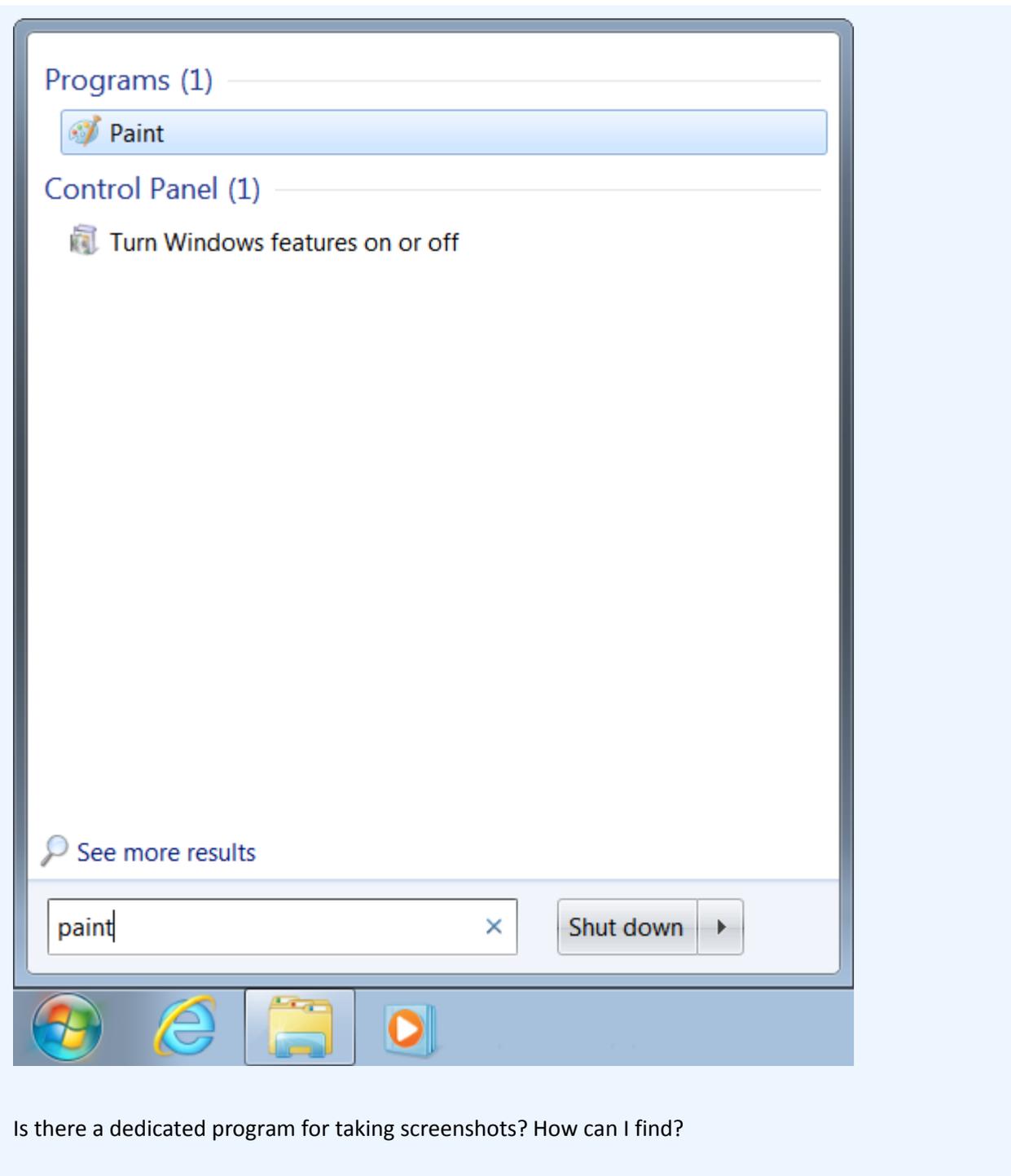
hold down  and press  = Windows captures only the currently active **window** and copies it to the **clipboard**.

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?

Programs (1)

 Snipping Tool

Control Panel (1)

 Record steps to reproduce a problem

 See more results

snip



Shut down

