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How to Raise and Manage a Ticket on the Yao Support Site

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How to Raise and Manage a Ticket on the Yao Support Site

This guide provides step-by-step instructions on how to submit a new support ticket and how to manage your existing tickets through the Yao Support site's customer interface.

Raising a New Support Ticket

This process allows you to formally submit a request, issue, or question to the support team for resolution.

1. Navigate to the main Yao Support site.
2. In the upper-right corner of the page, click the blue Raise a Ticket button. The system will automatically direct you to the Contact Us form.
3. Verify that your Name and Email address are correctly pre-filled (if you are signed in).
4. Enter a concise and descriptive summary of your issue into the Subject field.
5. From the Priority drop-down menu, select the option which best reflects the urgency and impact of your issue.

1 - System down

2 - Functionality degraded

3 - Miscellaneous

4 - Just asking a question

1. From the Category drop-down menu, select the relevant area your issue falls under (e.g., Reporting, Matters, Document management, Email, Time recording).
2. In the Message text box, provide a detailed description of your issue, including any relevant context, steps taken, and expected outcomes.
3. To attach supporting documentation (e.g., screenshots or files), either click Choose File or drag and drop the attachment into the designated area.
4. Click the blue Submit button at the bottom of the form. A confirmation message will appear, stating: "Thank you, we have received your request" and providing a reference number.



Contact Us

Please complete this form and one of our agents will reply to you by email as soon as possible.

Name *

Email

[Manage my email addresses](#)

Subject *

Priority

3 - Misc 

Category *

Select 

Message *

Add attachment

 Choose files or  Drag and drop

Submit

Reset

Managing Your Existing Tickets

You can view the status and history of your submitted support requests on the My Tickets page.

1. From the main Yao Support site, click the My Tickets button in the top-right corner. The system will display a list of all tickets submitted under your account.
2. Review the table which shows the Reference number, Subject, Date Created, and Last Action for each ticket.
3. Click on a ticket's Subject or Reference number to view the full details and communication history for that request.

- The My Tickets screen will reflect the current status of your ticket, such as We will respond.