

Launching a Critical Ticket for OPS-COM

When do we use this?

We use this functionality when we want to create a **critical** ticket.

IMPORTANT

Only tickets marked "Critical" will trigger the after hours notification process.

To launch a Critical ticket, please follow the steps below:

1. Visit <https://support.ops-com.com>
2. Click on **Start Conversation**.

Fill out the form with:

Subject: A short description

Priority: For critical issues please ensure you select **Critical**

Message: Enter a message or a more detailed explanation of your issue

Your email address: Enter your email address

Your Name: Enter your name

Upload File: Upload any supporting files such as screen captures, reports, etc.

I Consent: Check the box beside **I consent for OperationsCommander to process my data and agree to the terms of the [Privacy Policy](#)**. to accept the privacy policy.

Are you a robot: Click the checkbox beside **I am not a robot** to complete the form.

Click **Send** to complete the process.

OPS-COM Support Team / Start a conversation

Send us a message

Subject

OPS-COM is unresponsive

Priority

- Critical
- Low
- Normal
- High
- Urgent
- Critical

responsive for the past 10 minutes

Your email address

patrol@tomahawku.ca

Your name


James

Upload files Optional

Choose files or drag and drop files

I consent for OPS-COM Support Team to process my data and agree to the terms of the [Privacy Policy](#)

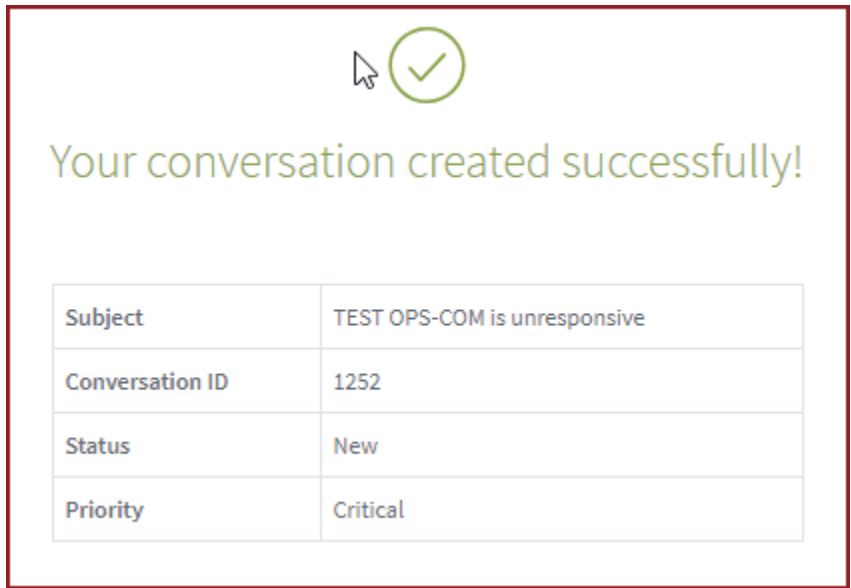
Are you a robot?

 I'm not a robot



Send

3. The screen will refresh with a confirmation message:



OperationsCommander Service Levels

Standard	Standard Plus	Premium
Monday-Friday 9-5 EST	Monday-Friday 9-5 EST	Monday-Friday 9-5 EST
<ul style="list-style-type: none"> • email support: support@ops-com.com • notification within 2 hours <i>during business hours</i> 	<ul style="list-style-type: none"> • email support: support@ops-com.com • in-app chat support • notification within 2 hours <i>during business hours</i> 	<ul style="list-style-type: none"> • email support: support@ops-com.com • telephone support <i>855.410.4141</i> • in-app chat support • notification within 1 hour <i>during business hours</i>