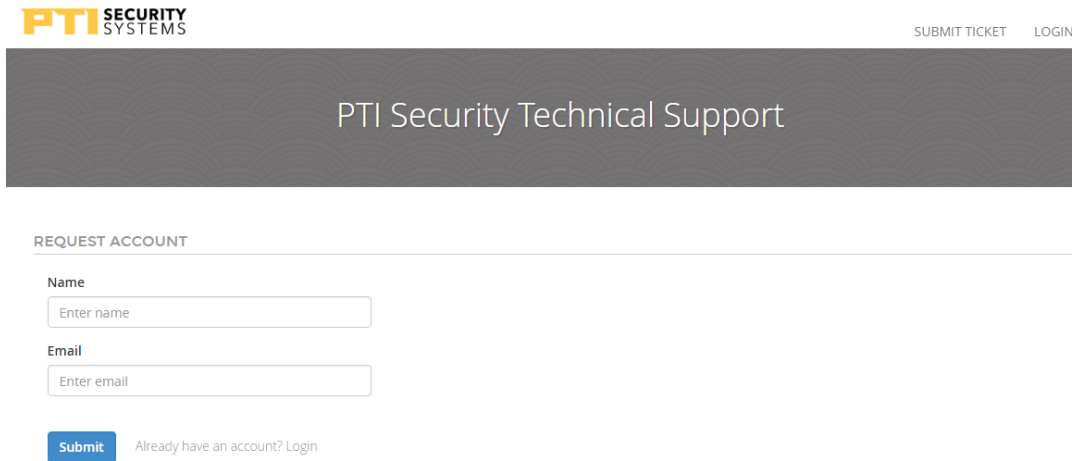


How to Use the PTI Technical Support Customer Portal

How do I Create a Support Account?

1. If you **do not** have a Support Account yet in the new ticket system, go to: <https://tickets.ptisecurity.com> and one can be created by clicking **REGISTER** or **REQUEST ACCOUNT**. Fill in Name and Email fields then **Submit**.



The screenshot shows the PTI Security Systems logo in the top left corner. In the top right corner, there are links for 'SUBMIT TICKET' and 'LOGIN'. The main header area is a dark grey bar with the text 'PTI Security Technical Support' in white. Below this, there is a section titled 'REQUEST ACCOUNT' with a horizontal line underneath. The form contains two input fields: 'Name' with the placeholder text 'Enter name' and 'Email' with the placeholder text 'Enter email'. At the bottom left of the form is a blue 'Submit' button, and to its right is the text 'Already have an account? Login'.

How do I Activate My Support Account?

1. You will be required to activate your new Support Account:



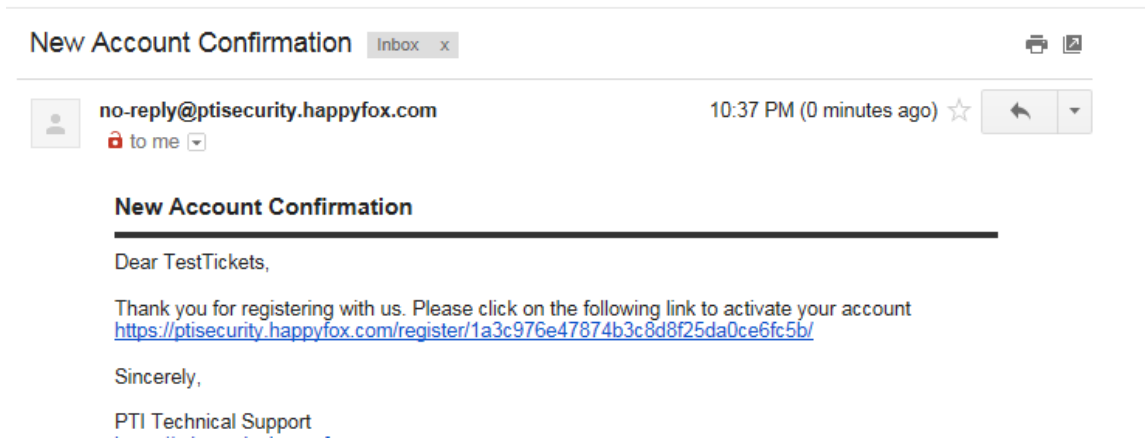
The screenshot shows the PTI Security Systems logo in the top left corner. In the top right corner, there are links for 'SUBMIT TICKET' and 'LOGIN'. The main header area is a dark grey bar with the text 'PTI Security Technical Support' in white. Below this, there is a search bar with the placeholder text 'Type in your question here' and a dark grey 'SEARCH' button to its right.

Login to track your existing support requests. If you have not created a ticket yet then you would need to [Register](#) or [Login](#) to begin

We have sent you an email with instructions to activate your account.

TOP ARTICLES

- You will receive an account confirmation email. Just click the link to confirm your account:



- You will be prompted for the following information to activate your new Support Account:

PTI Security

Confirm your Account

Full Name

Password

Confirm Password

Additional Details

Company*

Address*

City*

State*

Zip Code*

Country*

Phone*


How Do I Submit Support Tickets?


1. Visit the PTI Customer Support Portal at: <https://tickets.ptisecurity.com>



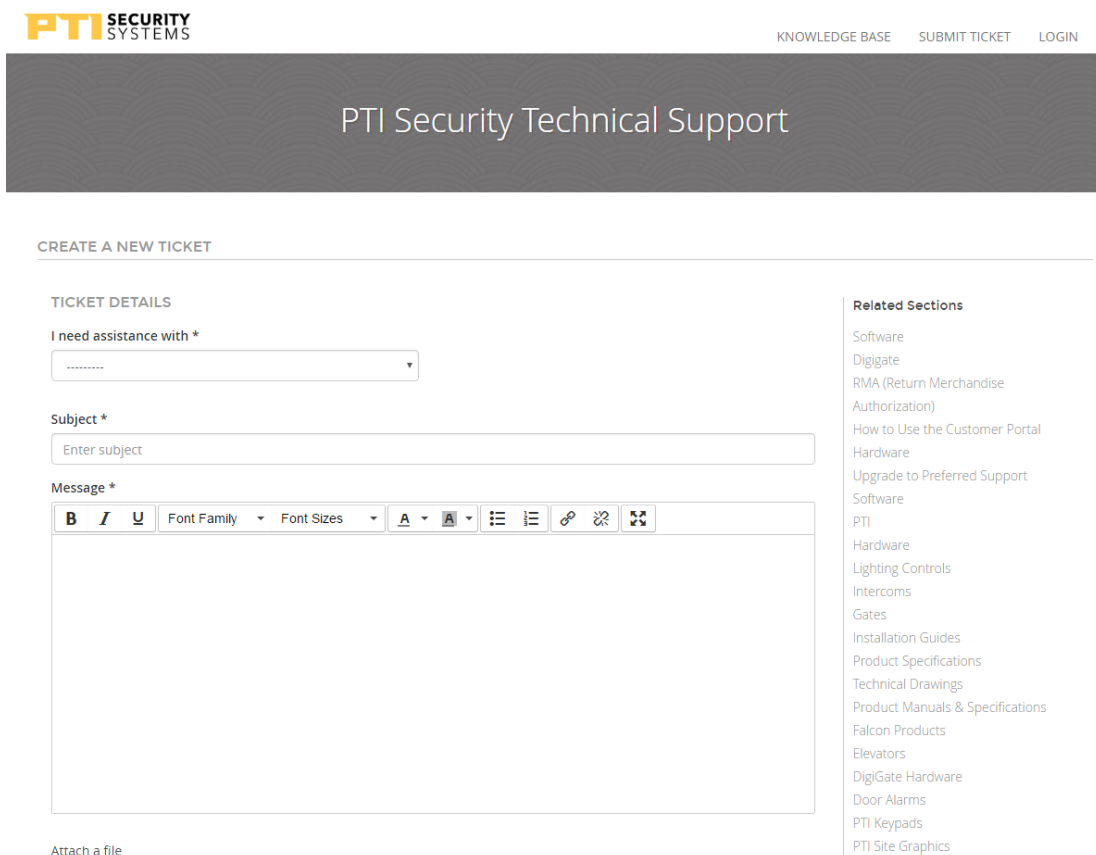
Login to track your existing support requests. If you have not created a ticket yet then you would need to [Register](#) or [Login](#) to begin

TOP ARTICLES

 [RMA Website](#)

 [STEP 1 - Create Your Account](#)

2. If you **have** an Account, choose **LOGIN** at the top-right corner of the page then choose the **SUBMIT TICKET** option:



3. If you **do not** have an account, a ticket cannot be created. (Please refer to the “To Create a Support Account” section.)

4. **SUBMIT TICKET** will open the New Ticket Form.

PTI SECURITY SYSTEMS

KNOWLEDGE BASE SUBMIT TICKET LOGIN

PTI Security Technical Support

CREATE A NEW TICKET

TICKET DETAILS

I need assistance with *

Subject *

Message *

Attach a file

Related Sections

- Software
- Digigate
- RMA (Return Merchandise Authorization)
- How to Use the Customer Portal
- Hardware
- Upgrade to Preferred Support
- Software
- PTI
- Hardware
- Lighting Controls
- Intercoms
- Gates
- Installation Guides
- Product Specifications
- Technical Drawings
- Product Manuals & Specifications
- Falcon Products
- Elevators
- DigiGate Hardware
- Door Alarms
- PTI Keypads
- PTI Site Graphics

5. Choose the **Product Line** option representing the hardware or software you need assistance with (DIGIGATE HARDWARE, DIGIGATE SOFTWARE, PTI HARDWARE, PTI SOFTWARE) and appropriate system if applicable.

CREATE A NEW TICKET

TICKET DETAILS




Product Line *


Message *

6. Complete the ticket by providing **Subject** and **Description** of the issue. (These fields cannot be edited after the ticket is submitted.)

- You will receive an email confirming that the ticket has been created. The email also has convenient links to the Customer Support Portal where you can check the status of your open tickets, add additional information to your tickets, and reply to responses from Tech Support.

PTI Support Ticket Created: #HW00000094 Storlogix Offline Inbox x

 **PTI Technical Support** tickets@ptisecurity.com via ptisecur 10:44 PM (3 minutes ago) ☆  

to me 

Dear TestTickets,

A request for technical support has been created and assigned ticket 94 for your reported issue:

Storlogix Offline

You can view your ticket's progress anytime using the following links:

Online:
<https://support.ptisecurity.com/view.php?id=483352>

Mobile Device:
<https://support.ptisecurity.com/mobile/view.php?id=483352>

If you wish to send additional comments or information regarding this issue, simply login using the link above and update the ticket. Please DO NOT open a new ticket.

For user manuals and troubleshooting information, please visit <http://www.ptisecurity.com/resources/>

Preferred Support is available for \$249 per year. With Preferred Support you receive priority response from our technical support department. You can sign up for Preferred Support by selecting on New Agreement in your online account.

More Info: <http://www.ptisecurity.com/announcing-preferred-support-agreements/>

Purchase: <https://support.ptisecurity.com/purchase.php>

FAQ: <https://support.ptisecurity.com/faq.php>

Our **Technical Support Center** is open Monday - Friday 8am to 8pm EST.

A technical support representative typically will follow-up with you either via email or telephone within 24 to 48 hours of your request. If your request is made on the weekend, we will respond on the next normal business day. This follow up will provide you with information that you can use to troubleshoot and/or correct the reported issue. Please note that support requests are prioritized and responded to based on the issue and the number of requests that are currently being handled. If you have an urgent issue or an issue with your gate operator we recommend that you contact your local dealer or installer for onsite assistance.

Follow us on Facebook! <https://www.facebook.com/ptiaccess>

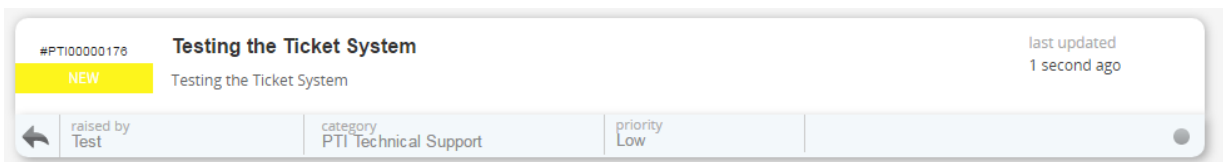
Follow us on Twitter! <https://twitter.com/ptiaccess>

Sincerely,

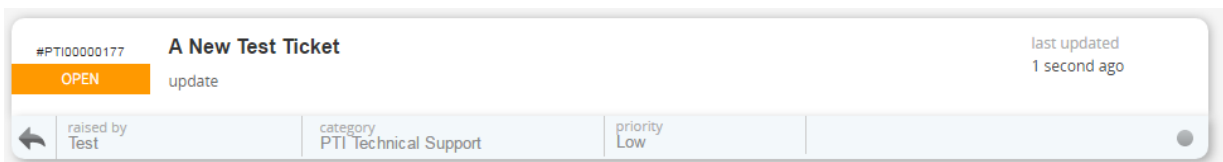
PTI Technical Support Team

My Ticket is Open So What Happens Now?

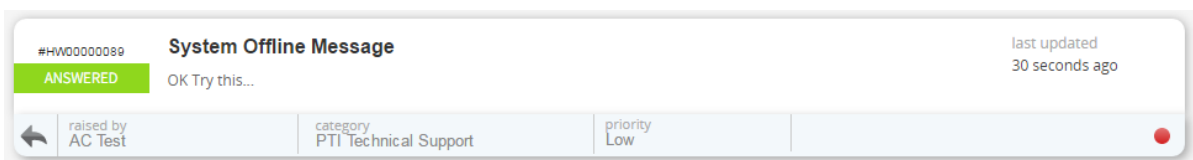
- When will I be Contacted?** Once the Support Ticket is created a PTI Technical Support Technician will be assigned to the ticket. PTI Technical Support will provide “best effort support” on a Business Day basis. A Business day is defined as 8:00 AM – 8:00 PM Eastern Standard Time, excluding holidays and weekends. Customers with support agreements will receive priority support before those that have not purchased agreements using the following guidelines:
 - FREE SUPPORT** - Call Back Time Expectation (within 72 hours – first response from Tech Support)
What’s Included?
 - Telephone / email support with suggested resolutions
 - No callback scheduling**
 - PREFERRED SUPPORT** - Call Back Time Expectation (within 24 hrs. – first response from Tech Support)
What’s included?
 - Priority telephone / email support with suggested resolutions
 - Ability to schedule callback for a specific time**
- When ticket is created the initial status will be **NEW** (yellow)



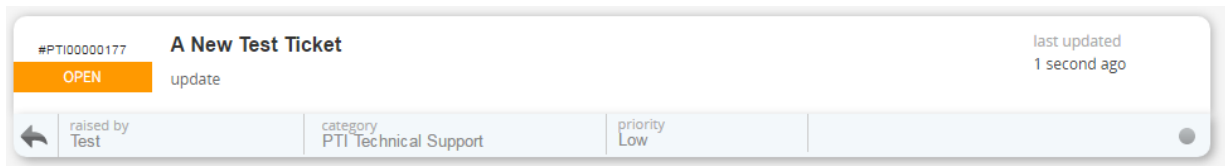
- You will receive initial contact via a phone call or email update to the ticket that may contain a suggested resolution with instructions. New tickets will be in **OPEN** (orange) status until the Tech responds.



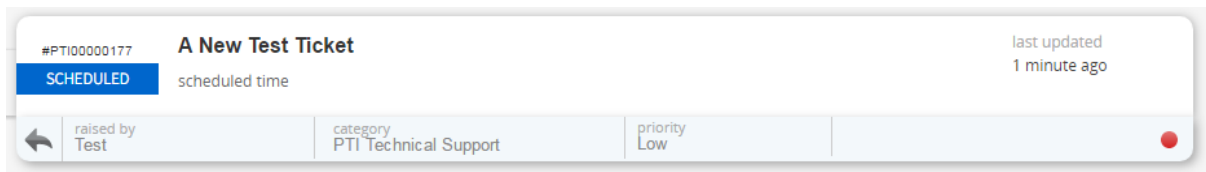
- When a Tech response is posted, the ticket status will change to **ANSWERED** (green):



5. **Why is my ticket showing Orange again?** Note that the ticket status will change back to **OPEN** (orange) again anytime that you respond to a message from the Tech through your Customer Portal. This alerts the Tech that there is new activity in the ticket and generates an email to them as well.

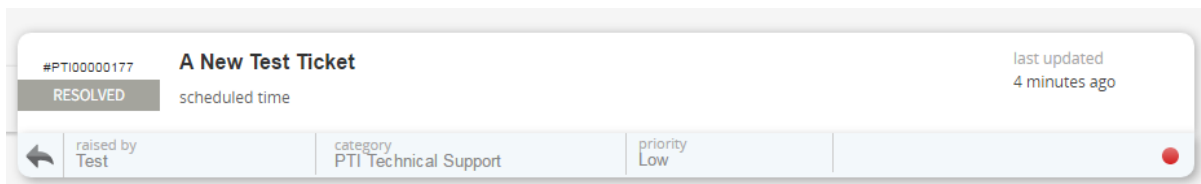


6. **Scheduled Callbacks** – Ticket status will show as **SCHEDULED** (blue) if you and the Tech set a specific callback time. The scheduled time will also be noted in the ticket history.

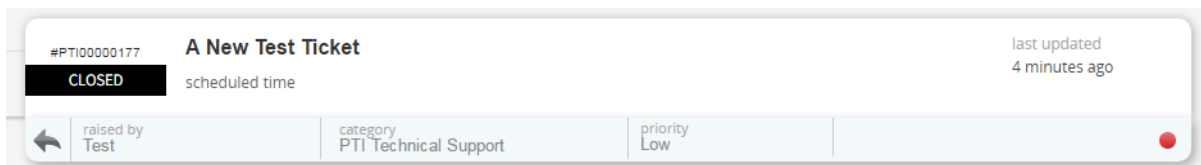


7. **How do I check the Status?** A link to the **Customer Support Portal** will be included in any emails from Technical Support. By following the link, Customers can check the status of any open tickets, open new tickets, add information to open tickets, and reply to responses from Technical Support.

8. **How is my Ticket Resolved or Closed?** When your ticket is completed, the Tech can change the ticket status to **RESOLVED** (grey). While in **RESOLVED** status, you can reopen the issue within 7 days if you determine that the issue is not yet resolved.



9. **Is My Ticket Closed?** Tickets will automatically change to **CLOSED** (black) status after 7 days. After the ticket changed to closed, the ticket can no longer be reopened or updated in any way. Please open a new ticket for additional issues after 7 days.



10. **How Can I Update My Customer Info?** You are encouraged to check your **Account Information** under **MY SETTINGS** periodically to ensure it is accurate and up-to-date. This guarantees that PTI Technical Support can reach you as quickly as possible.

The screenshot shows the 'My Settings' page. The 'Basic Info' section includes fields for 'Full Name' (TestTickets) and 'Email Address' (testticketacct@gmail.com). Below this is the 'Phone Numbers' section with a dropdown menu for phone type (mobile, work, main, home, other) and a field for the number (+1). A 'Reset' button is also present. The 'Additional Info' section includes fields for 'Company*' (Storage Co), 'Contact Name*' (AC Test), 'Contact Phone*' (888-888-8888), and 'Address*' (1 Storage Drive). A sidebar on the right contains a 'My Settings' link and instructions: 'Edit your personal details here. Change password, language, timezone, etc and set your Support Center landing page here.'

11. **How Can I Reset My Password?** If you ever need to have your account password reset, just visit the Customer Support Portal at <https://tickets.ptisecurity.com> and click the **FORGOT PASSWORD** button.

The screenshot shows a password reset form. It features a text input field labeled 'Enter password', a blue button labeled 'Request New Account', a checked checkbox labeled 'Remember me', a blue button labeled 'Sign in', and a link labeled 'Forgot password?'.

12. **What Email Address Did I Use to Create My Account?** If you ever forget what email address you used to create your account, an **Account Lookup Request** can be opened by creating a new temporary account with a different email address and opening a ticket so Technical Support can retrieve your original logon information. Your company location and Support Agreement status should be included in the **Account Lookup Request**.

13. **Don't forget the Survey!** After the ticket is closed, you will receive a request to complete our survey. You can choose to respond that you were "*Very Satisfied*", "*Somewhat Satisfied*", or "*Unsatisfied*" with the service you received.

PTI Technical Support also encourages additional feedback, which can be emailed directly to survey@ptisecurity.com. (Copy Ticket # and Subject to email for easy reference).

Dear AC Test,

We want to hear from you! Please tell us how you rate the support you received for:

Ticket # #HW00000089 System Offline Message

[*Very Satisfied*](#) [*Somewhat Satisfied*](#) [*Unsatisfied*](#)

Tell us more about your recent support experience!

Good or bad, we would like to know more about your support experience so we can improve our service to you.

Please feel free to email us your comments and include:

#HW00000089
System Offline Message

survey@ptisecurity.com

Thank you!