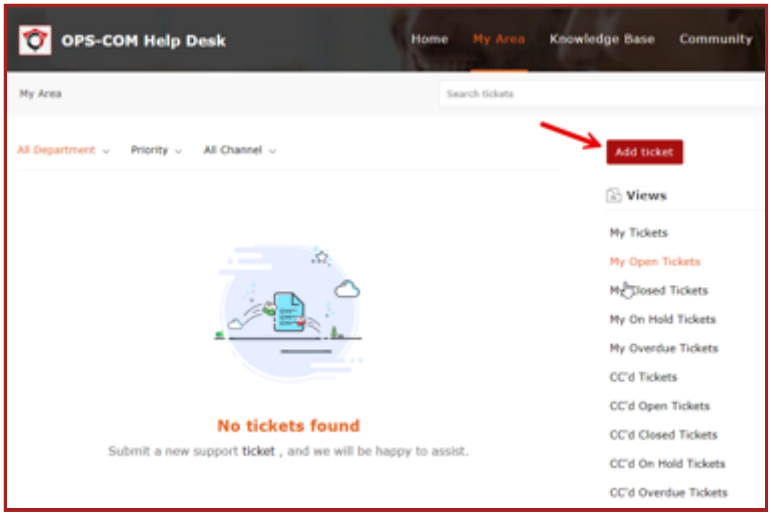
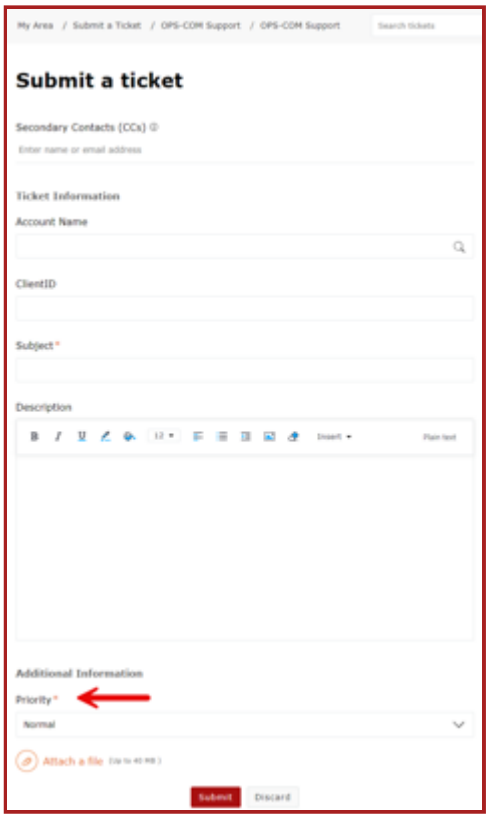
Launching a Critical Support Ticket

> Only tickets marked **Critical** will trigger the **after hours notification** process. Please note, **Critical** is defined as a system outage or impact that threatens immediate work stoppage or production is proceeding in a significantly impaired fashion. If your issue is not deemed critical by our support staff, because it does not meet the criteria, it will be downgraded and a reply will be sent during the next business day.

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

- Visit https://support.ops-com.com.
- Click on Tickets.
- Sign In (or Sign Up if necessary).
- Click Add Ticket.
- Fill out Ticket Information. Make sure to complete Priority at bottom of the form. Click down arrow to choose Critical.
- Add attachments, if required.
- Click **Submit** to complete the process.





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