

Creating a Support Ticket

Support tickets are the best way to communicate with iBumerang's Customer Amazement team. Our Ambassador Support specialist are subject matter experts and are here to support your business.

Navigating to the Page:

1. In your internet browser, navigate to [Create New Ticket](#) by clicking on the hyperlink or by entering the website address directly into your browser's address bar
 - a. www.ibumerang.freshdesk.com/en/support/tickets/new

Once you're there, this is what you will see:

The screenshot shows the 'Submit a ticket' form with the following fields:

- Language ***: A dropdown menu with options: English, Español, Français, Other.
- Date Issue First Reported ***: A date picker with the text 'Date the ticket is submitted.'
- TSA # ***: A text input field with the placeholder 'If no TSA#, enter N/A'.
- Requester ***: A text input field with the placeholder 'Email address associated with your Ambassador account.'
- Subject ***: A text input field with the placeholder 'General topic / reason of ticket'.
- Challenge With ***: A dropdown menu with a list of categories: Buumerang Support, Billing, Login Challenges, Refunds, General Support, iGo Support, iDecide Support, Commission Support, Subscriptions, Vibe Rides Driver Support, Vibe Rides Rider Support, Overdriver.
- Description ***: A rich text editor with a toolbar and a text area containing the following text:

In great detail, please explain the nature of your request. Please provide any background knowledge you may have and be precise in your request.

Only one "Challenge With" type may be reported in a ticket. For challenges with various services, you must submit a separate ticket.

Two callout boxes provide details for the 'Challenge With' dropdown:

- Challenge with Key:**
 - **Buumerang Support:** Challenges sending or activating buumerangs; missing buumerangs
 - **Login Challenges:** Challenges accessing your iBumerang back office
 - **Refunds:** All refund request
 - **General Support:** Updates to Ambassador profile information
- Challenge with Key (continued):**
 - **iGo Support:** Understanding iGo platform and access challenges
 - **iDecide Support:** Understanding iDecide platform and challenges sending.
 - **Commission Support:** Understanding compensation structure and commissions review
 - **Subscriptions:** To process your monthly subscription manually
 - **Vibe Rides Driver Support** – General driver support
 - **Vibe Rides Rider Support** – General rider support
 - **Overdrive** – For all OverDrive related questions.