

How to raise a ticket for any query in software

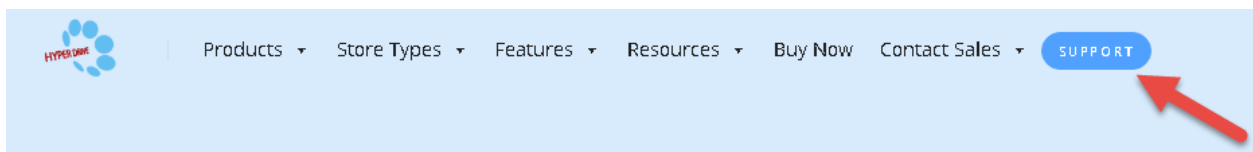
If you are using any of Hyper Drive products and have a query about any feature or facing any issue, you can easily raise a ticket. Once the ticket is raised our executive will reach you within 24 working hours through a call or mail.

You can follow below steps to raise a ticket

1. Go to our website <https://www.hyperdrivesolutions.com/> and click on **Read more** under **HDPOS SMART**.



2. Click on the **Support** option.



3. If you already have an account created earlier, you can click on **Login** and enter your credentials. And if you are a new user click on **SIGN UP**.




4. Enter the **Sign up** details like Full name, Email id, and Work phone number. Mark **I'm not a robot** and click on **Register**.

Sign up for your Hyper Drive Solutions account


Full name *

Email *

Work phone

I'm not a robot 
reCAPTCHA
Privacy - Terms

5. An email will be sent to your id with a URL to activate your account. Click on that URL.
6. Enter a new password for your account in **Enter Password** and **Retype Password** field and click on **ACTIVATE AND LOG IN**.



Hyper Drive Solutions

Activate Your Account

Please confirm your details and set a password for your account


Full name *

Enter Password *

Retype Password *

[ACTIVATE AND LOG IN](#)

7. Once your account is activated you can click on **New Support Ticket** to raise a ticket for any issue or query.



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How can we help you today?

[+ New Support Ticket](#) [↕ Check Ticket Status](#) [☎ +91-80-4271-7700](#)

8. Enter the required details and click on **Submit**. While entering the details based on the **Subject** you will also get related articles. If you find any article matching your query you can refer it.

Submit a ticket

Date to Call

Product

Requester *

Subject *

Description *

B *I* U | | |

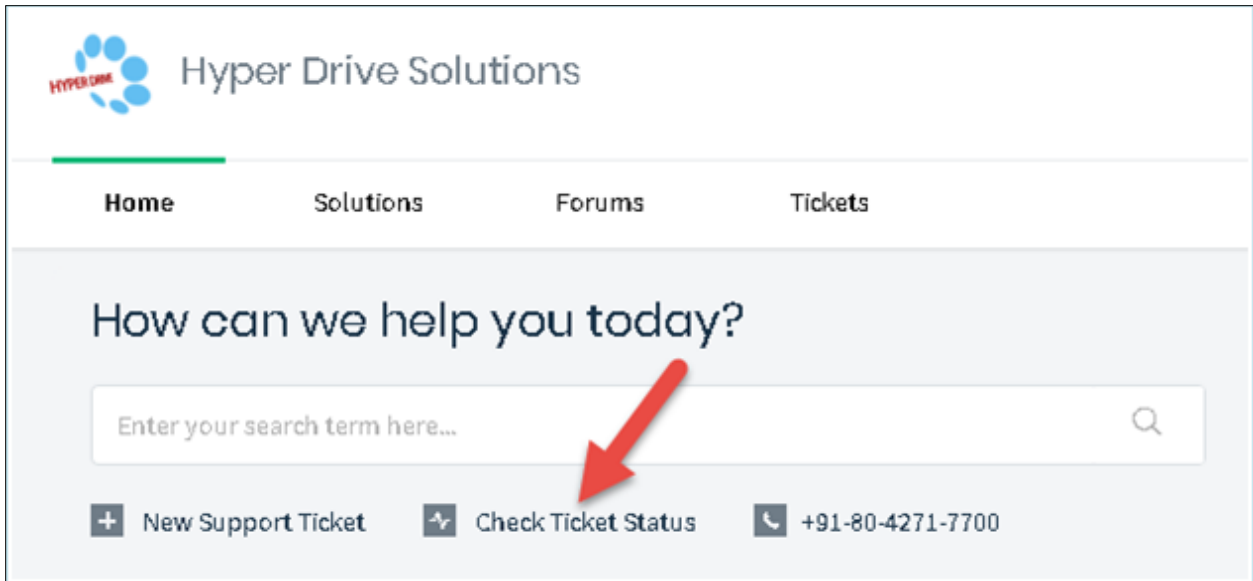
Hello,

My registered number is 9xxxxxxxxx. Please guided me how to reinstall software in new system.

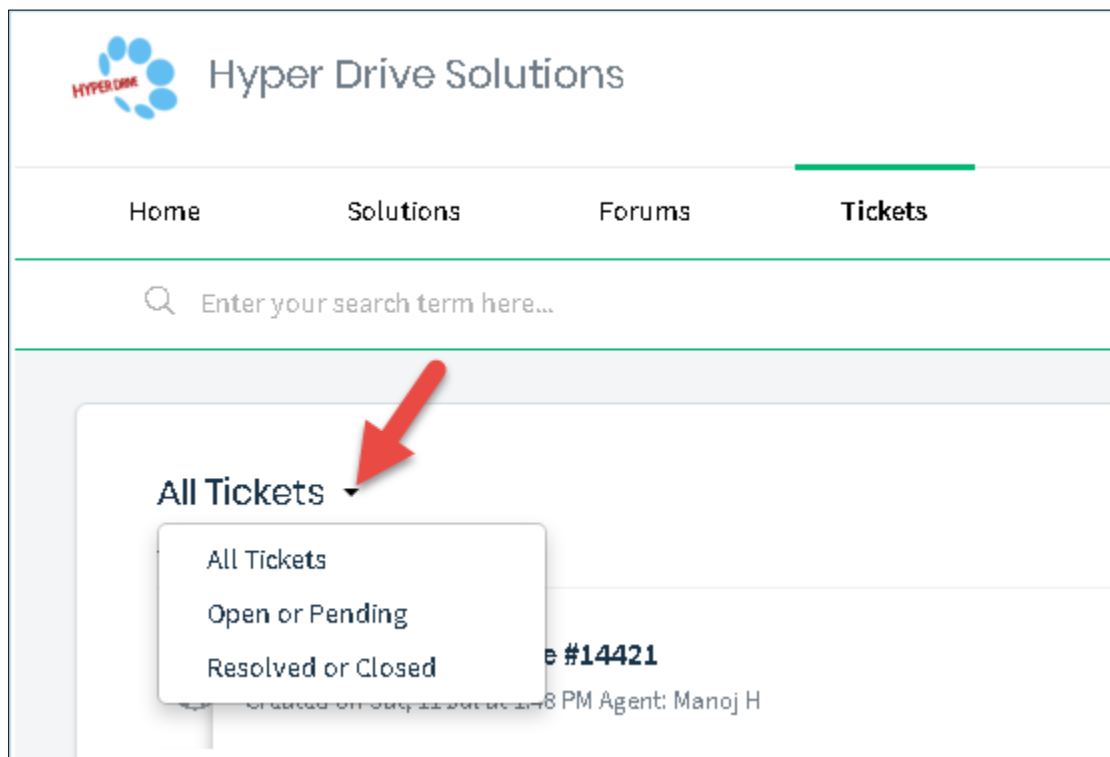
Regards,
Ariun

[+ Attach a file](#)

9. Once the ticket is submitted you will get an auto-generated email with a link to check ticket status. At any time you can login to your account and check your ticket status by clicking on **Check Ticket Status**.



10. You can also search by ticket status i.e. All tickets, Open or Pending, and Resolved or Closed.



11. Clicking on the ticket link will give you the details of the reply given by the Support Agent.

12. On the right-hand side, you will get information on which Support Agent was handling your ticket. You can even rate your overall satisfaction for the resolution provided by Agent.