

Your Hosting Guide

Getting Support from HostGator

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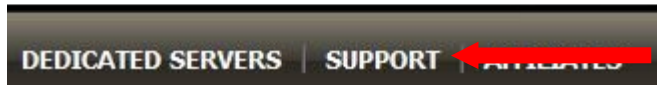
Getting Support from HostGator

HostGator has great tech support. So any time you have a question or need help, you can contact them for assistance. Here's how.

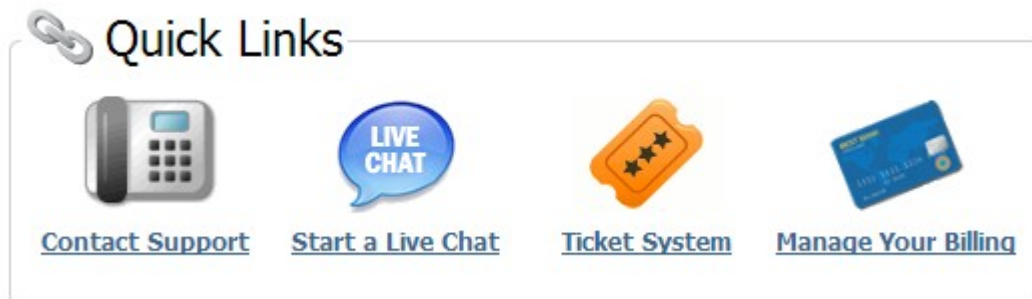
Step 1: Decide What Type of Support You Need

Do you need phone support, live chat support or would you prefer to use their support portal or ticket system?

From hostgator.com, you can reach support by phone, live chat or by clicking the support link on their main navigation bar.



Then use the quick links on the page to select the type of support you want.



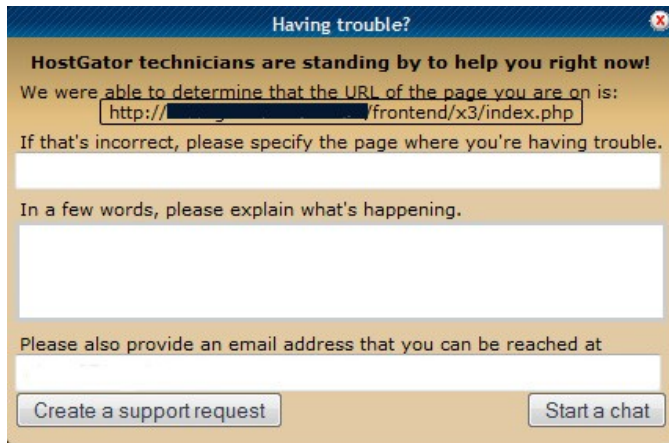
You can also reach these areas from inside your cpanel by navigating to the hostgator links section & clicking Live Chat or Ticket System. Clicking the "support portal" here will take you to the same page as above where you can select from the quick links.



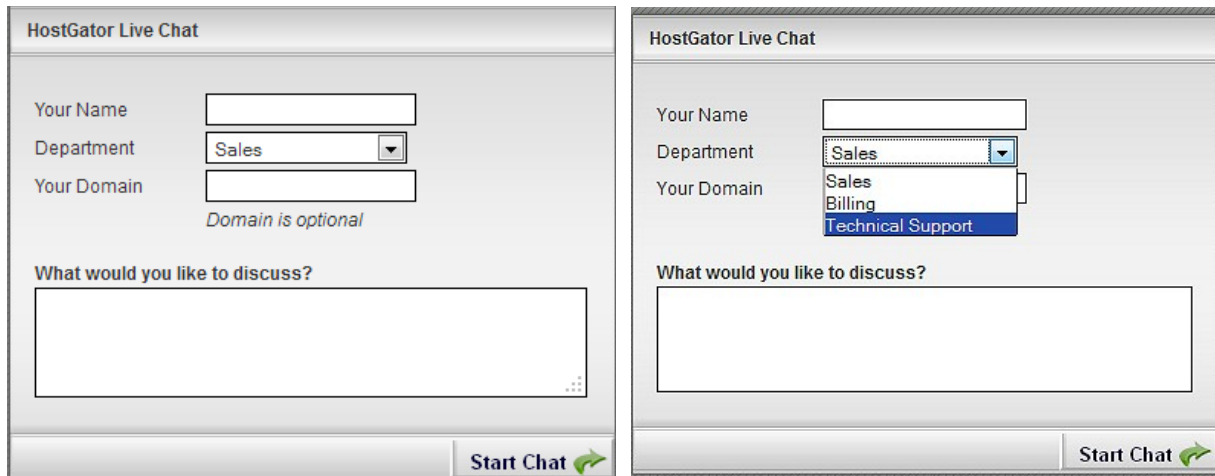
Step 2: Live Chat

If you choose Live Chat, you will get a popup where you enter your name, select which department you want to chat with, enter your domain name and your question.

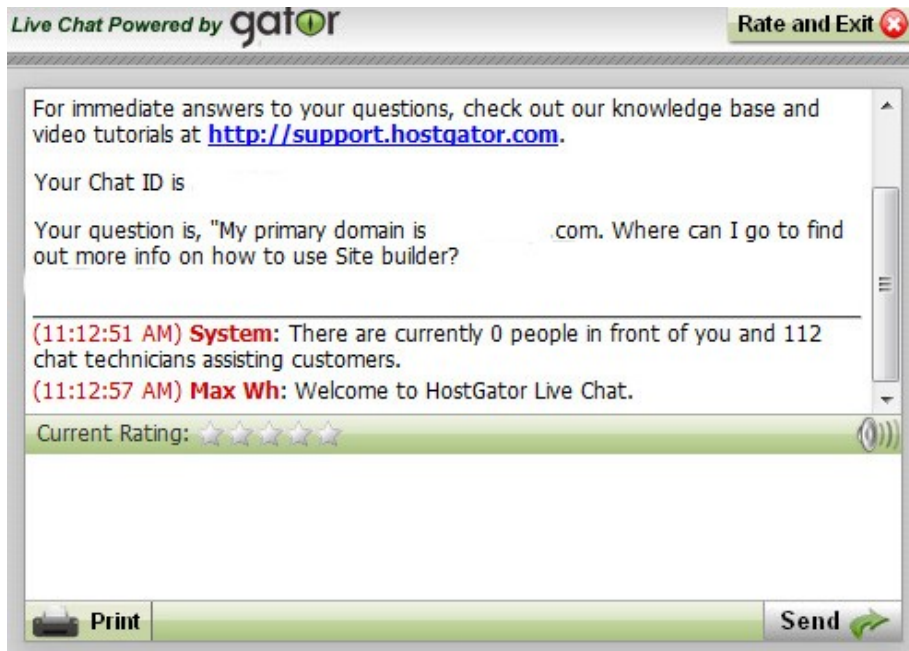
Tip: You can also reach live chat or the ticket system inside cpanel by clicking the help button at the top of any page. It will open a box like this where you can select to submit a support request or start a chat.



Whether you're clicking Start a Chat from inside cpanel or from hostgator's support page, the following steps will be the same.



You'll see a message showing how support technicians are online to assist you and how many people are in front of you to receive help. As soon as you reach the top of the queue a hostgator representative will respond and you can continue the conversation.



When you end the chat session, it will ask if you want to save a copy of the chat (sent to you by email) and to rate your chat session. Here are examples of both.

HostGator Customer Satisfaction Survey

How likely are you to recommend HostGator to a friend?

How would you rate your chat technician's performance?

Please provide a further explanation of your rating.

If you would like a copy of this chat transcript, enter your email address below:

From: [REDACTED]@hostgator.com
Subject: HostGator.com Chat Transcript (Chat ID 3789936)
To: [REDACTED]
Date: Sunday, May 15, 2011, 12:35 PM

My primary domain is [REDACTED] Where can I go to find out more info on how to use Site builder? I looked in the documentation but didn't see anything.

(11:12:51 AM) System: There are currently 0 people in front of you and 112 chat technicians assisting customers.

(11:12:57 AM) Max Wh: Welcome to HostGator Live Chat.

(11:13:40 AM) Max Wh: Here's a small list of some of the tutorials about SiteBuilder. <http://support.hostgator.com/category/92>

(11:14:14 AM) : Cool. Thanks

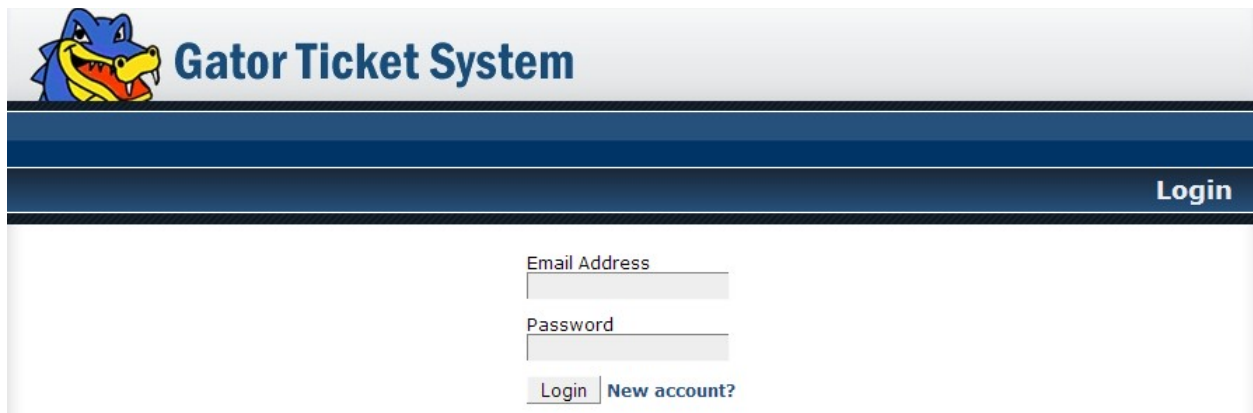
(11:15:03 AM) Max Wh: Is there anything else that I can help you with today?


(11:15:21 AM) : I think that will do it. Thanks again

(11:17:02 AM) : closed this chat intentionally.

Step 3: Ticket System

Selecting the ticket system will take you to a page to log in. If you don't already have an account here, you'll need to create a new account. It takes just a minute to do. You enter your email address and they'll email you a password.



 **Gator Ticket System**


Login

Email Address

Password

[New account?](#)

Once you have your account and log in, you'll select Submit a Ticket from the top navigation.



Gator Ticket System

Home | User Settings | **Submit a Ticket** | Logout

Search Welcome!

Ticket ID	Last Updated (CST)	Subject	Department	Status
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Select which department you want to reach. In our case, we chose support.

Enter a subject and the body of the message.

If you have an attachment, add it

Click Submit Ticket.

We are always ready and available to answer your questions.

Department

Subject

Message Body

Attachment(s)

You can check the status of your ticket, reply to the ticket and so forth by logging into your account. You will see all of your open tickets in a list. Click the ticket you wish to view and it will open.

Ticket ID	Last Updated (CST)	Subject	Department	Status
NAP-6794590	2009-07-04 06:36 AM	>>>>>>>> CHANGE DOMAIN REQUEST <<<<<<<<<	Sales	On Hold
LGU-4972545	2009-05-24 09:16 AM	Main domain for account	Support	On Hold
PCF-4279255	2009-04-01 05:44 PM	Paid twice for hosting	Sales	On Hold

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