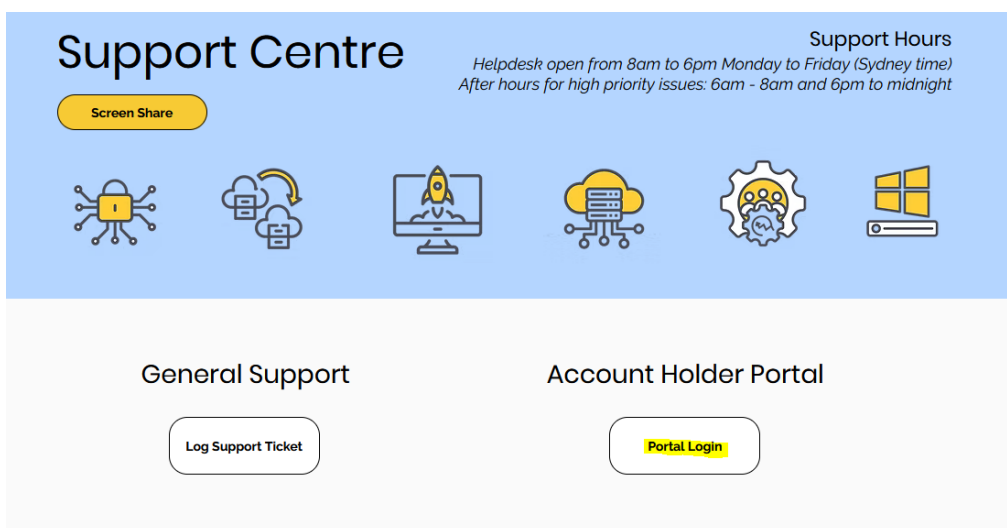# Submitting an After Hours Critical Ticket

If your service encounters an issue outside our standard support hours (8 AM – 6 PM AEDT, Monday to Friday), please follow these steps to submit a Critical Ticket for prompt assistance:

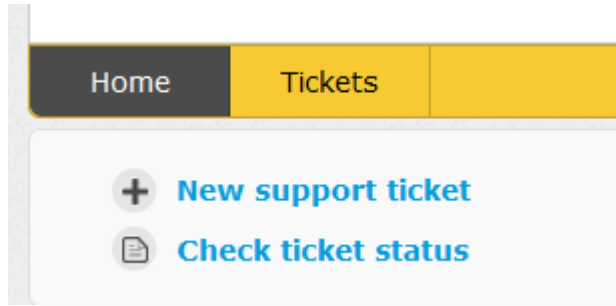## Account Holder Or Account Representative

1. Go to https://www.habitat3.com.au/support

2. Click on Portal Login under Account Holder Portal

3. Login with the email address and password you setup for the portal (if you are unsure on this then you can have the password sent out by hitting the Forgot your password link)

4. Click New Support Ticket

5. Enter in a Description of your issue (EG; Server is Unreachable, Website is down, etc)

6. In the drop down for "My Request Relates to" make sure you select "Report a Critical Problem" (This is the ticket then will notify Habitat3 after hours)
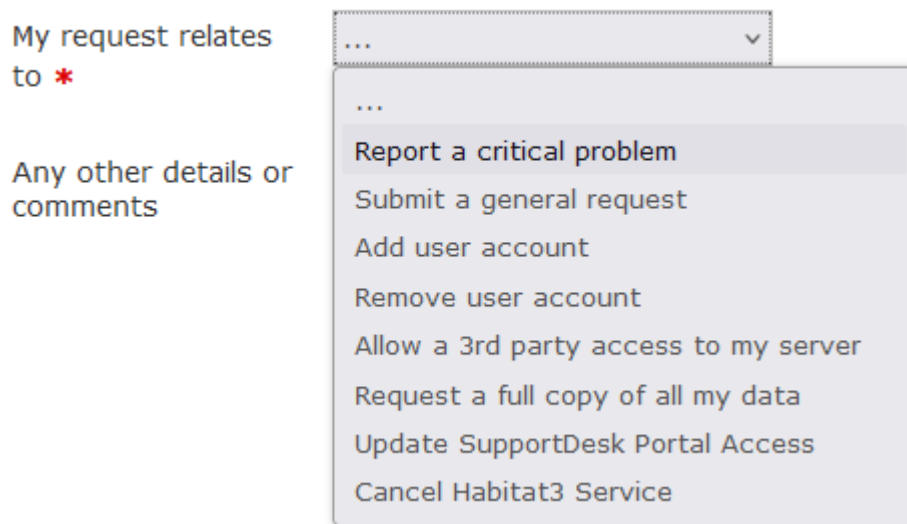
7. Please fill out as much information as you can in the Other Details sections and then tick the box below and hit submit (Please note after hours ticket do no incur any additional cost in general)