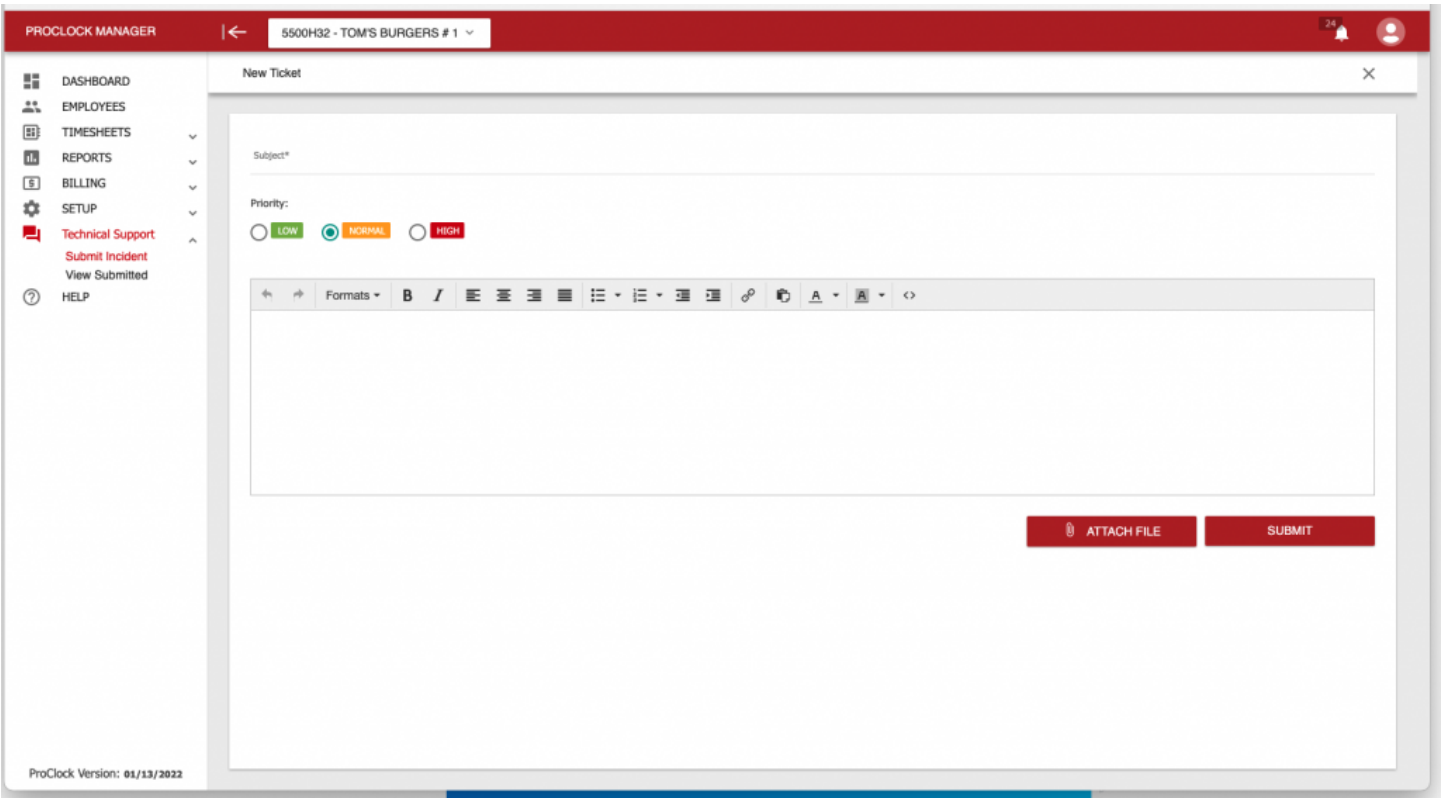
How to Submit a Support Ticket

Getting Started · https://staging.proclock.com/help/kb/managers/manager-getting-started/how-to-submit-a-support-ticket/

Overview

We understand that questions or issues may arise as you use ProClock, and our dedicated U.S.-based support team is here to help. Whether you need a quick answer or step-by-step guidance, we are committed to providing prompt, personalized assistance.



When to Submit a Support Ticket

You should submit a support ticket if you:

- Encounter technical issues (e.g., timesheet calculation errors, login problems)
- Have questions about features or settings

- Need help with account setup or configuration
- Require assistance with employee management or reporting

Most questions can be resolved quickly via text, but we are also happy to schedule a call for more complex issues.

How to Submit a Support Ticket via ProClock Manager Website

1. **Log in** to your ProClock Manager website account.
2. In the main navigation menu, go to **Support**.
3. Click on **Create A Ticket**.
4. Fill out the ticket form with the following details:
    - **Subject**: Briefly describe your issue or question.
    - **Description**: Provide a detailed explanation of the problem or inquiry.
    - **Relevant Details**: Include specific information such as:
        - Employee name and 4-digit employee number (if applicable)
        - Exact date and time of the issue
        - Screenshots or error messages (if available)
5. Click **Submit** to send your ticket to our support team.

You will receive a confirmation email, and our team will respond as soon as possible.

Alternative: Submitting a Ticket via Email

If you are unable to access the ProClock Manager website, you can submit a support ticket by emailing support@proclock.com.

To ensure prompt and accurate assistance:

- **Subject Line**: Include your Company ID and Company Name.
- **Email Body**: Describe your issue in detail, including any relevant employee information, dates, and times.

- **Sender Email**: Use the email address associated with your ProClock account.

Tips for Faster Resolution

To help us resolve your issue efficiently, please:

- Provide as much detail as possible about the problem.
- Include relevant employee information (name, 4-digit number), dates, and times.
- Attach screenshots or error messages if available.
- Use your registered email address for all correspondence.

Troubleshooting: Common Issues with Ticket Submission

Issue: Cannot access the ProClock Manager website

Solution:

- Check your internet connection.
- Try accessing the site from a different browser or device.
- If the issue persists, submit your ticket via email to support@proclock.com.

Issue: Did not receive confirmation after submitting a ticket

Solution:

- Check your spam or junk email folder.
- Ensure you used the correct email address.
- If you still do not receive confirmation, contact support via email.

Issue: Unsure what information to include in the ticket

Solution:

- Refer to the "Tips for Faster Resolution" section above.
- The more specific your details, the quicker we can assist you.

Frequently Asked Questions (FAQs)

Q: How long does it take to receive a response?

A: Our support team strives to respond to all tickets within one business day.

Q: Can I request a phone call for support?

A: Yes! If you prefer a phone call, mention this in your ticket and provide your contact number and preferred call times.

Q: What if I need help setting up my ProClock account?

A: We offer personalized assistance for account setup. Submit a ticket or email us, and our team will guide you through the process.

Q: Is my data secure when I submit a ticket?

A: Yes, all information you provide is handled securely and in accordance with our privacy policy.