How to Submit a Support Case

There are two ways to submit a support case:

VIA

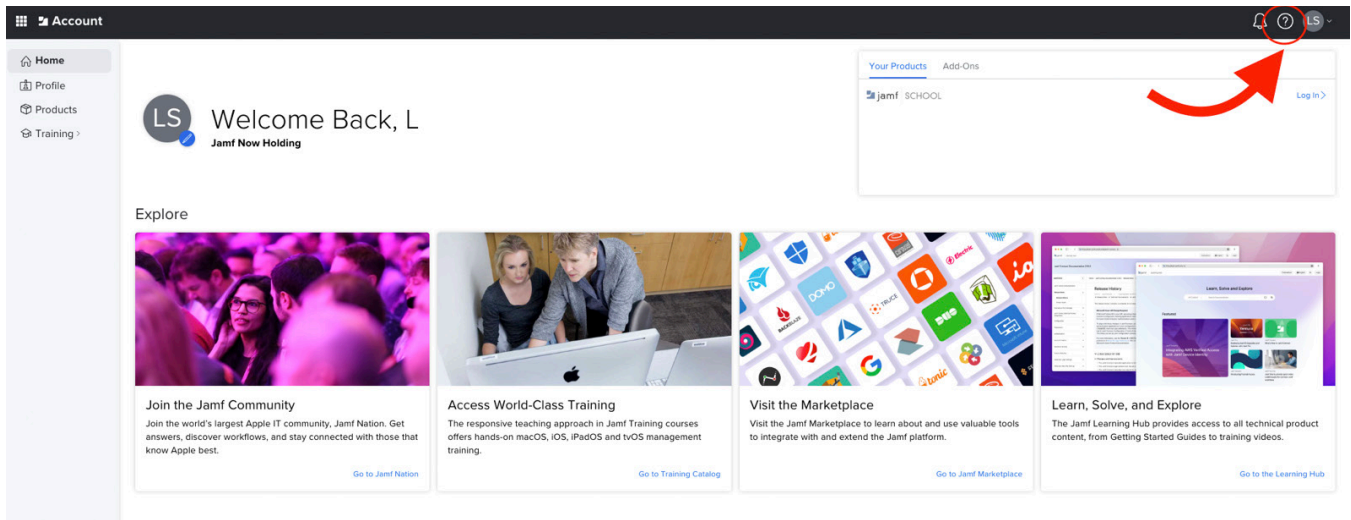## Jamf Account

account.jamf.com
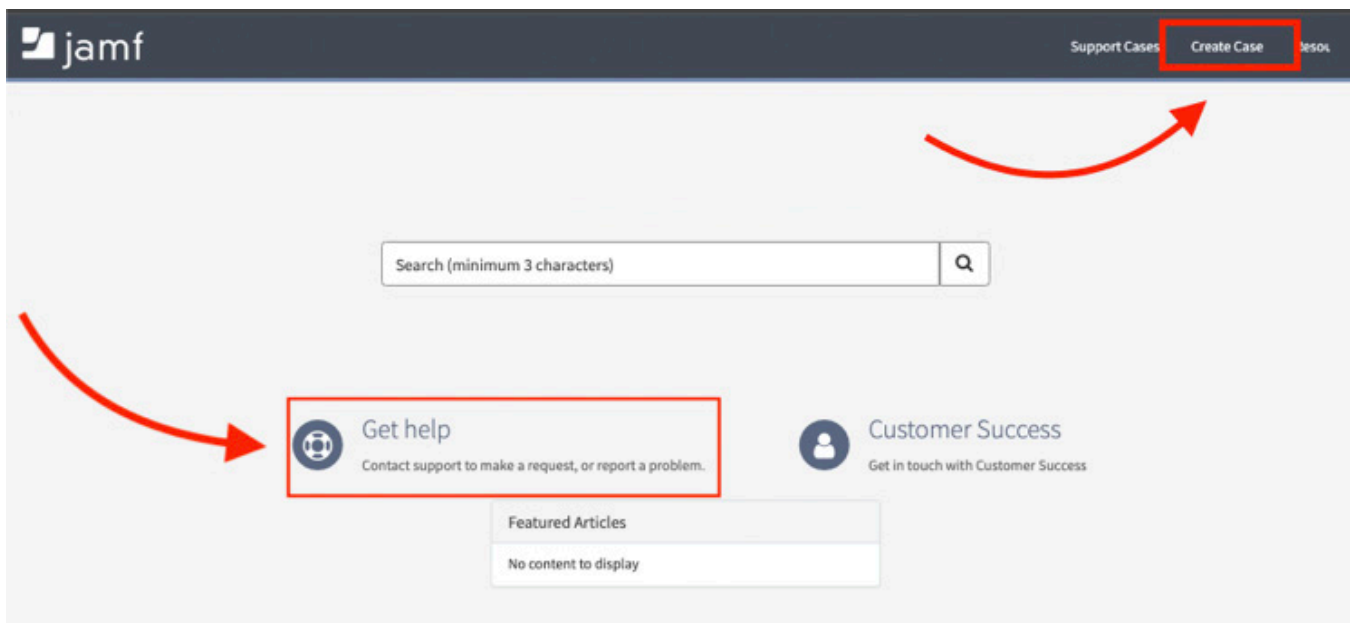
VIA

Jamf Support Portal

support.jamf.com

Jamf Account

> Visit **account.jamf.com**

> **Login** with you Jamf ID

> Click on the " **?** " on the top left corner

> Select **Go to Support Portal**

> Click **Create Case** in the top left corner or the option **Get Help** in the center of the page

> Fill in the required fields:

Product > Choose the affected Product

Impact > Choose the impact level from the list:

> **MINOR/LOCALIZED** - Single Individual
>
> **MODERATE/LIMITED** - Several Individuals
>
> **SIGNIFICATE/LARGE** - An entire department or large group.
>
> **EXTENSIVE/WIDESPREAD** - Entire Organization

Urgency > What's the level of disruption for the affected individuals?

> **CRITICAL** - Product is unusable or unavailable
>
> **HIGH** - The Product is usable but the experience is severely degraded
>
> **MEDIUM** - Experience is slightly degraded
>
> **LOW** - This is an inquiry/request

Subject > Concise but clear description of the issue

Description > A more detailed description of the issue you are facing. See below note for more.

Hit **Submit** button on the right panel

Support Portal

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You will be provided with a ticket number starting with CS0

Our Support Team will get back to you with more information.

* See **jamf.com/support/jamf-pro** for more information on Target Response Times

> How to view current cases

Login to the Jamf Support Portal at **support.jamf.com**

Select **Support Cases** in the top right-hand corner

All cases under your account can be found here

You can use the filter tool at the top to list by state (ie Open or Closed)

How to best describe your issue

When describing a technical issue, it's important to keep in mind the technical nature of the problem and to make sure the communication is clear. Here are some tips for describing a technical issue effectively:

1. **Use precise technical terminology:** Technical issues often involve specialised terminology or jargon that is familiar to those with technical expertise. Use precise technical terms and language that is relevant to the issue at hand. Avoid ambiguous or generic language that may lead to confusion.

2. **Provide details:** Be specific about the technical details of the issue, including the systems, software, or workflows involved. Describe the symptoms, error messages, or other relevant information that can help diagnose the issue accurately. Include any relevant configuration settings, error messages, screenshots that may be pertinent to understanding the issue.

3. **Include steps to reproduce:** If possible, provide step-by-step instructions on how to reproduce the issue. This can help others understand the sequence of events or actions that led to the problem, and can aid in troubleshooting or resolving the issue.

4. **Explain the impact:** Describe the impact of the technical issue on the system, process, or users. Highlight the consequences, risks, or implications of the issue, and explain why it is important to address it promptly.

5. **Be concise and organized:** Present your description in a clear and organized manner. Keep the description concise and to the point, avoiding unnecessary or irrelevant details.

6. **Test and verify:** Before describing a technical issue, ensure that you have tested and verified the problem to the best of your ability. Provide accurate and factual information based on your findings, and avoid speculation or assumptions.

By following these tips, you can effectively describe a technical issue, providing the necessary information for Jamf Support to understand and address the problem accurately.