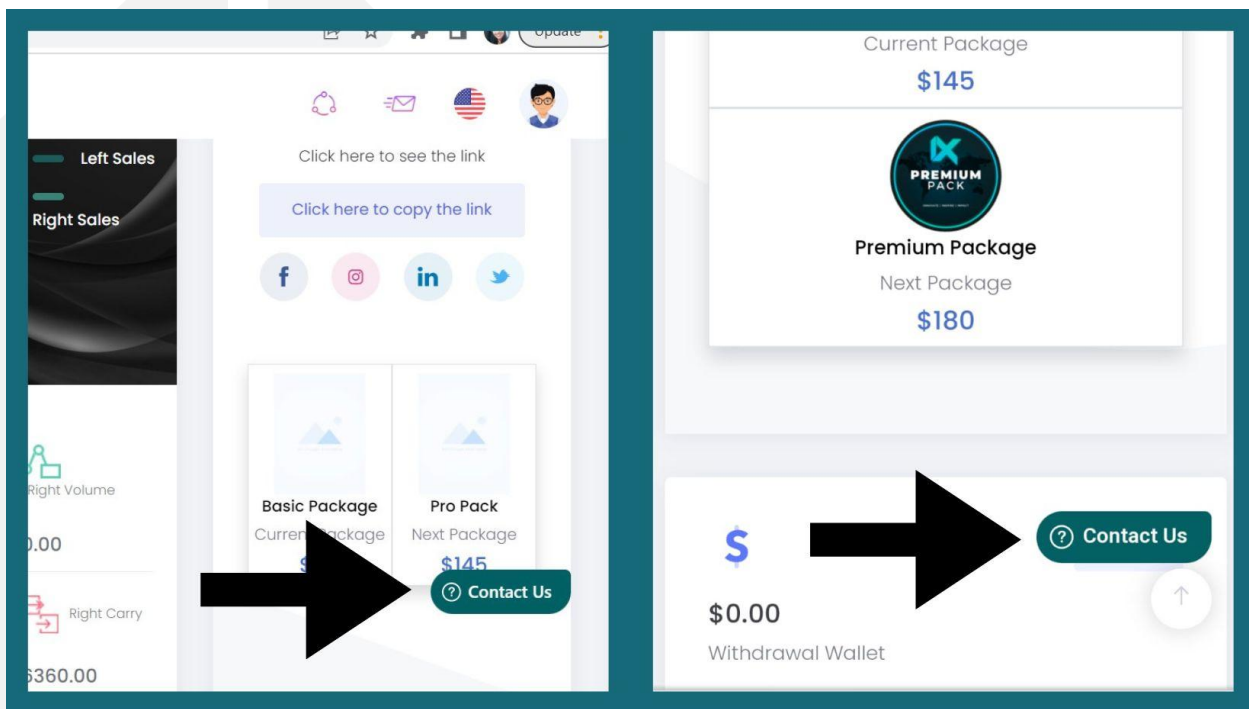




## How to Use the Customer Services 'Contact Us' Tool

### Where to Find the Customer Services 'Contact Us' Tool

Your Customer Services Contact Tool can be found in your back office, [ixacademy.us](https://ixacademy.us). It is located on the bottom right of your screen, in green. This functionality is on your Laptop and your mobile phone.

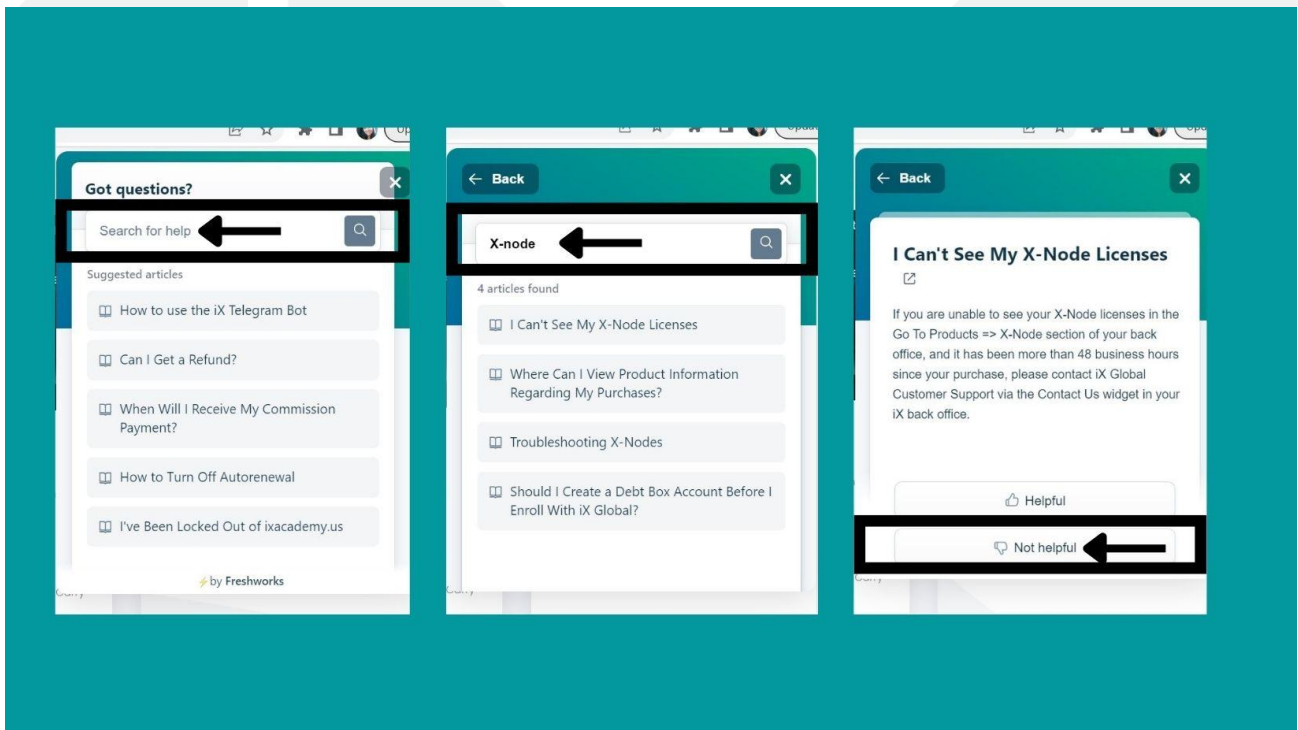




## How to Use the Customer Services 'Contact Us' Tool

### How do I search for an answer to my question?

1. Within the tool, search for your criteria using the 'Search for help'.
2. Type in a word or sentence to help you find the answer to your question. The Tool will bring up a couple of questions which may answer your question.
3. If your question can't be found or is unhelpful. Then click 'unhelpful'. This will open up the section of the tool where you can ask your own question or query.





## How to Use the Customer Services 'Contact Us' Tool

### What information can I share if I use a question?

Along with your contact details that match your iX Global membership profile you can present as much detail as you need along with files or screenshots that will help the support team answer your question/query. (It's important to use your iX Global credentials only for this process.)

The image shows two side-by-side screenshots of a mobile application interface for the 'Contact Us' tool. The left screenshot shows the main form with the following fields: 'Your name', 'Email \*', 'Username (case-sensitive) \*', 'Subject \*', and 'Description of Issue \*'. The right screenshot shows the bottom portion of the form, including a 'Type of Issue \*' dropdown menu, a 'Region \*' dropdown menu, a 'Take screenshot' button, an 'Upload files (max 5)' section with a dashed border and the text 'Click to add or drag & drop files.', a reCAPTCHA 'I'm not a robot' checkbox, and a 'Send' button at the bottom.



## How to Use the Customer Services 'Contact Us' Tool

### How do I know that support received my email?

When you select 'submit' on the contact us customer services tool. You will receive an automated email that lets you know that your query is now in the queue for answering. Please do check your email. The email will come from iX Support and will be presented like this along with the link that gives you the ability to view the status of your ticket or to add comments. Please see image below for reference.

