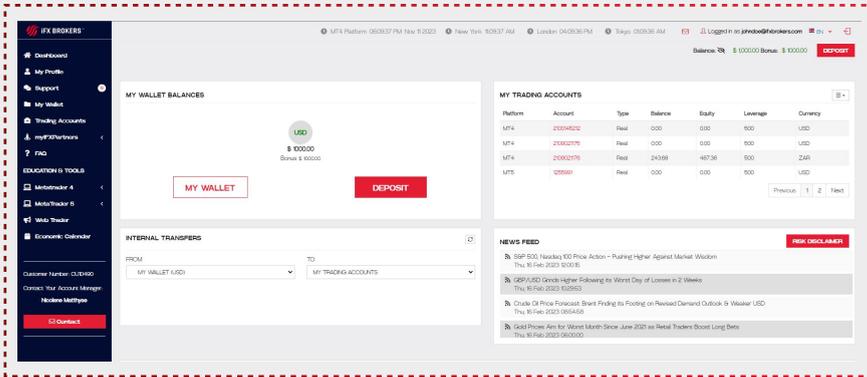
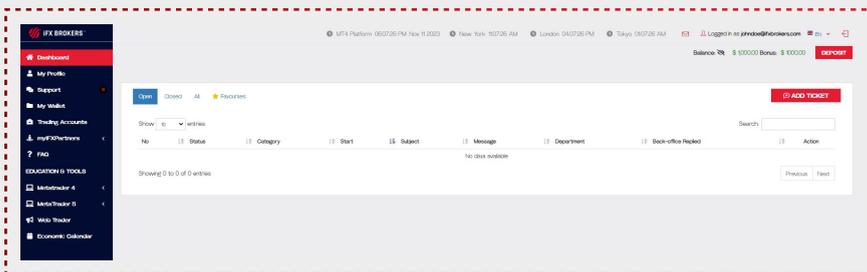


# How do I Send a Support Ticket

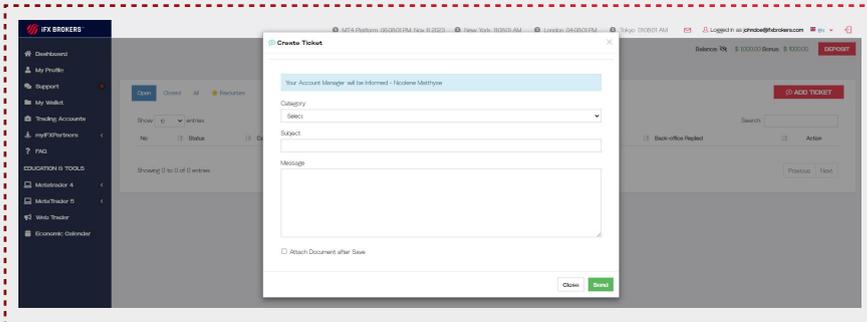


1. Login to **myIFXBrokers** portal

2. Select the **CONTACT** button located at the bottom of the navigation panel



3. Select the **ADD TICKET** button  
Select a **CATEGORY** of the type of support you require



4. Add a **SUBJECT**

5. Provide a detailed **MESSAGE** (you can add supporting files by selecting the support file box below your message)

6. Select **SEND**

# Here is what you should expect after you receive the success notification

A ticket has already been created and assigned to one of our support team members  
Your ticket is being prioritized according to its nature.

If necessary, our support team will contact you for clarifications or any additional information needed.

Once the issue is resolved you will be notified by our support team.

Check the progress on your query by selecting **SUPPORT** from your navigation panel.

No.	Status	Category	Start	Subject	Message	Department	Back-office Replied	Action
10053	VERIFIED_CLOSED	GENERAL QUERY	2021-06-17		Email submitted to support1@ifxbrokers.com - DAT ...		Yes	VIEW
10398	VERIFIED_CLOSED	GENERAL QUERY	2021-05-15		test		Yes	VIEW
1589	VERIFIED_CLOSED	GENERAL QUERY	2021-04-30	Type a main subject of your query	Please provide as much information as possible ...		Yes	VIEW
5402	VERIFIED_CLOSED	GENERAL QUERY	2020-10-26		mmrr		Yes	VIEW

## EVERY SECOND COUNTS

We recommend that any support query be send on a ticket for the fastest resolution.  
No need to wait for delayed emails which may not reach us in time.