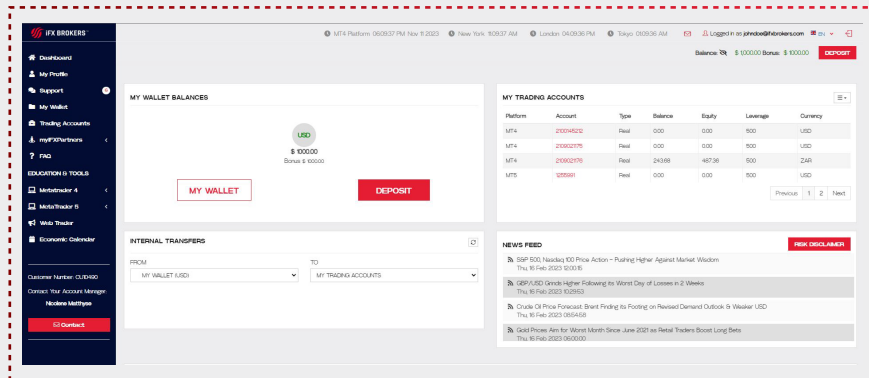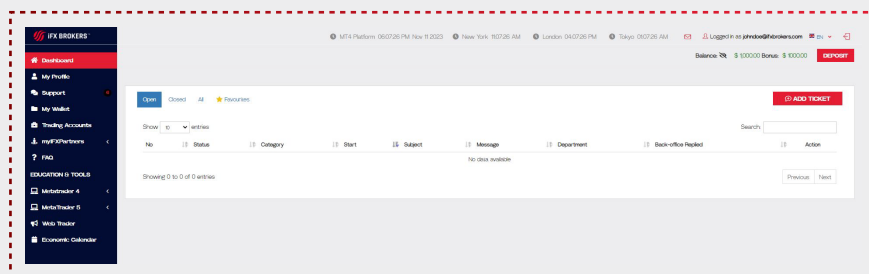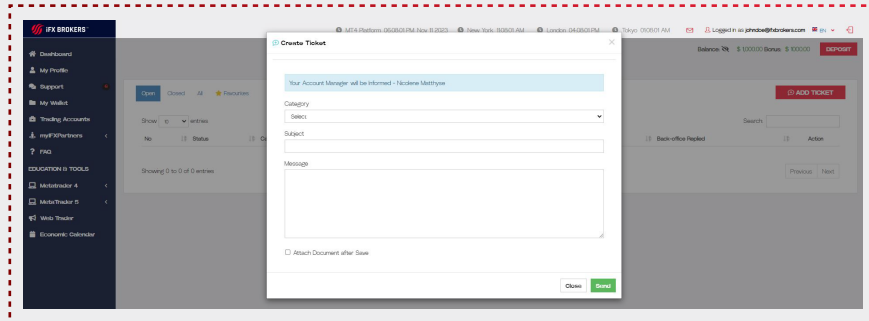# How do I
Send a Support Ticket

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**

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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 sellecting **SUPPORT** from your navigation panel.

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.

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