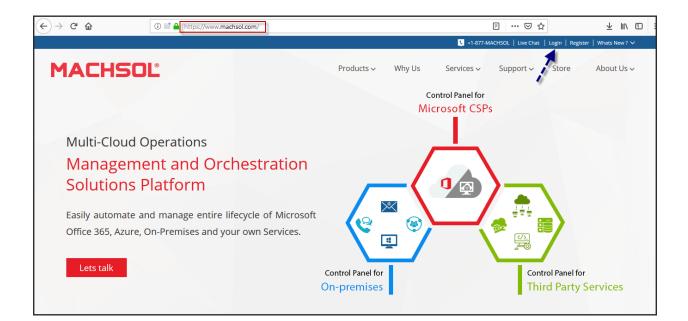
## Summary

This article provide a summary on how to get Paid Support / Buy Support Ticket.

## Procedure to Get Paid Support:

**Case 1:** If you are an existing customer then you can login with your credentials and can buy paid ticket. The procedure to place a request is very simple and entailed below:

- Visit <u>http://www.machsol.com</u>
- Click on Login on right top of page



• Enter your details and click on Log in.

Login	
Please provide Login crede	ntials.
User Name:*	
demo@test.com	
Password:*	
Remember my login id	
Don't have an account?	Register Now
Login	Forgot your password?

• Click on "Paid Professional Services".

				连 +1-877-M	ACHSOL   Live Chat	Welcome MachSol	downloads   My (	Cart (0)   Logout
MACHS	5 <b>0Ľ</b>		Products ∨	Why Us	Services 🗸	Support 🗸	Store	About Us ∨
Customer F	Portal			14			0	
Microsoft GOLD CERTIFIED Partner Change Picture	Account > Edit Profile > Contacts > Change Password > Payment Profile (Credit Cards) > Account Closure	<ul> <li>Products</li> <li>My Orders</li> <li>Pending Invoices</li> <li>License Management</li> <li>Downloads</li> </ul>	Shop > Paid Pro > Paid PO > MachSo		Help > Standar > Read FA > Knowled > Blog			2

• Select your desired ticket from Products and proceed for payment:

1	MACHSOL			Why Us	Services 🗸	Support 🗸	Store	About Us 🗸		
	Paid Professional Services									
		Product(s)	Unit Price		Quantity		Price			
		Standard Support - 8x5 (24 hours response, fix target 72 hours) Single Incident Standard 8x5 Support Ticket	\$79.00		1 v		\$79.00			
		Premium - 8x5 (Fix target 24 hour, includes back-end Microsoft applications) Single Incident Premium &c5 Support Ticket	\$499.00		1 v		\$499.00			
f > N		Premium Plus - 24/7 (Fix targe: 24 hour, Includes back-end Microsoft applications) Single Incident Premium 24/7 Support Ticket	\$699.00		1 ×		\$699.00			
		Platform Validation / Pre-Checks	\$99.00		1 ~		\$99.00			
		User Acceptance Tests / Pre-production Tests	\$249.00		1 ~		\$249.00			
Ð		Periodic Platform Verification	\$299.00		1 *		\$299.00			
Add to Cart										

## Case 2: In case of new customer then go to

https://www.machsol.com/services/professional-support/ and select the ticket you want to buy. When click on **Buy now** it will take you to login page where you need to **sign in** or **register** and then can go through the order process.



MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/50282/How-to-get-Paid-Support-Buy-Supp...