
 Australia: 1300 883 979
Int'l: +61 2 8296 5111
USA: 888 250 8847

 support@anchor.net.au

 irc://irc.oftc.net:6667/anchor

Support hours: 8am – 6pm, Weekdays



How to get help

Our customers love getting support that works for them. Need to ask questions or discuss something?

Call us, a human being will answer the phone every time.

No time for a chat? **Just drop us an email** and we'll get things sorted.

How support requests are handled

Whenever you contact Anchor we create a **support ticket**. We put all our notes and emails to you on the ticket, so there's always a **full record of work and correspondence** to refer to.

Each ticket has its own **six-digit number**. If you sent an email, you'll receive an automated reply with the ticket number. If you called us, we'll be making notes and can provide the ticket number over the phone.

When you reply to an email make sure to **leave the ticket number in the subject line**. If you call, **referring to the ticket number** will speed things up. That way, whoever helps you will know everything there is to know in order to give you great support.

Looks like magic, it's just science.

Getting the most out of Anchor

Anchor's problem-solving ninjas can fix almost anything, but they need to know all about the *problem*. Here's a few tips to help things along.

Tell us exactly what you're trying to do – "my site is slow" doesn't give us the vital info we need to fix the problem. Better would be: "I'm trying to upload images to the gallery section of my website (photosbytitor.com.au/cms/gallery/), but it's very slow and sometimes times-out in the browser. This is normally never a problem, it just started happening this morning".

Similarly, it's great if you can **tell us when you saw problems**. The system keeps lots of logs, so even a rough timeframe is very helpful. Less searching means your problem gets fixed sooner.

Give as many specific details as you can, as our mindreading talents are prone to mistakes. "Please remove google access from the web front end". What does that even mean!?

New support request = new email subject, please. The subject line should be descriptive of the problem you're having right now.

A new email to support@anchor.net.au is always best, but if you do grab an old mail and reply to it, give it a fresh subject so it can get the attention it deserves.

Authorised contacts and the security of your account

Anchor will only honour support requests from account owners and designated "authorised contacts" for the account.

If you'd like to authorise additional personnel, such as your web developer, database specialist, graphics designer, etc. just let us know. They'll be welcome to submit support requests at any time without going via you first.

In an emergency

1. Don't panic
2. During business hours: Call us on one of the normal support lines
3. Out of hours: call the dedicated emergency line on **+61-2-8296-5177** (1-888-894-2946 from US/Canada). The answering service will take your name, a contact number and a message. This has to fit into an SMS, so keep it short and sweet.
URGENT PLZ CALL => Terribad. Of course it's urgent, *it's why you called!*
SERVER DOWN => Better than nothing
MAIL NOT SENT LAST 2HRS, WEBSITE SHOWING "500" ERRORS => Great!
4. We'll return your call within 15min. If you can provide more details, email them to support@anchor.net.au now.