PRAVIS

How to submit a ticket

To submit a ticket, open your web browser and navigate to tpgsupport.pravis.com.

You can submit a ticket to the help desk by clicking on the "Submit a Ticket" link. This link can be located on the Homepage, as well as the top right corner of your screen.

This link will direct you to the ticket submission form.

From the drop down list, select the form that correlates with the task or issue that you need assistance with.

Fill out the form with the required information. The required fields will vary depending on what task or issue you need assistance with.

I need help with...

> Getting a website unblocked ▾

Office Location *

> - ▾

Please select your office location

Website address you need unblocked *

Please enter the url of the web address that you need unblocked.

Your Name *

Please enter your full name.

Your Contact Number *

Your email address *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

After you have finished inputting the requested information, click "Submit" at the bottom of the page.

Description*

Description of the issue that you need assistance with.

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

You will then receive a confirmation email letting you know that your ticket has been submitted. One of our technicians will respond to your request as soon as possible.

✓ Your request was successfully submitted. You should receive a confirmation email shortly. ✕

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