

ESET Tech Center

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How do I attach a file to a support ticket?

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If you have already created a support ticket you may be requested to supply additional files or screenshots to assist in investigating the problem. The following guide details the steps to take to do this.

Login at the DESlock+ Support site <http://support.deslock.com> by entering your support portal email address and password then clicking the **Login** button. If you do not know your password click the **Lost password** link to reset it.



Click the **My Tickets** button.

Click the blue subject text of the ticket you wish to attach the file to (**Example ticket** in the example screenshot below).



Click the **Add Reply** button.



Enter a message into the **Your Message** edit window (Important: you must enter text at this point).



Click the **Add File** link.



Click the **Browse...** button.



Use the file explorer to select the file you wish to upload then click the **OK** button.

Click the **Send** button.

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