

# How to contact Eware Support

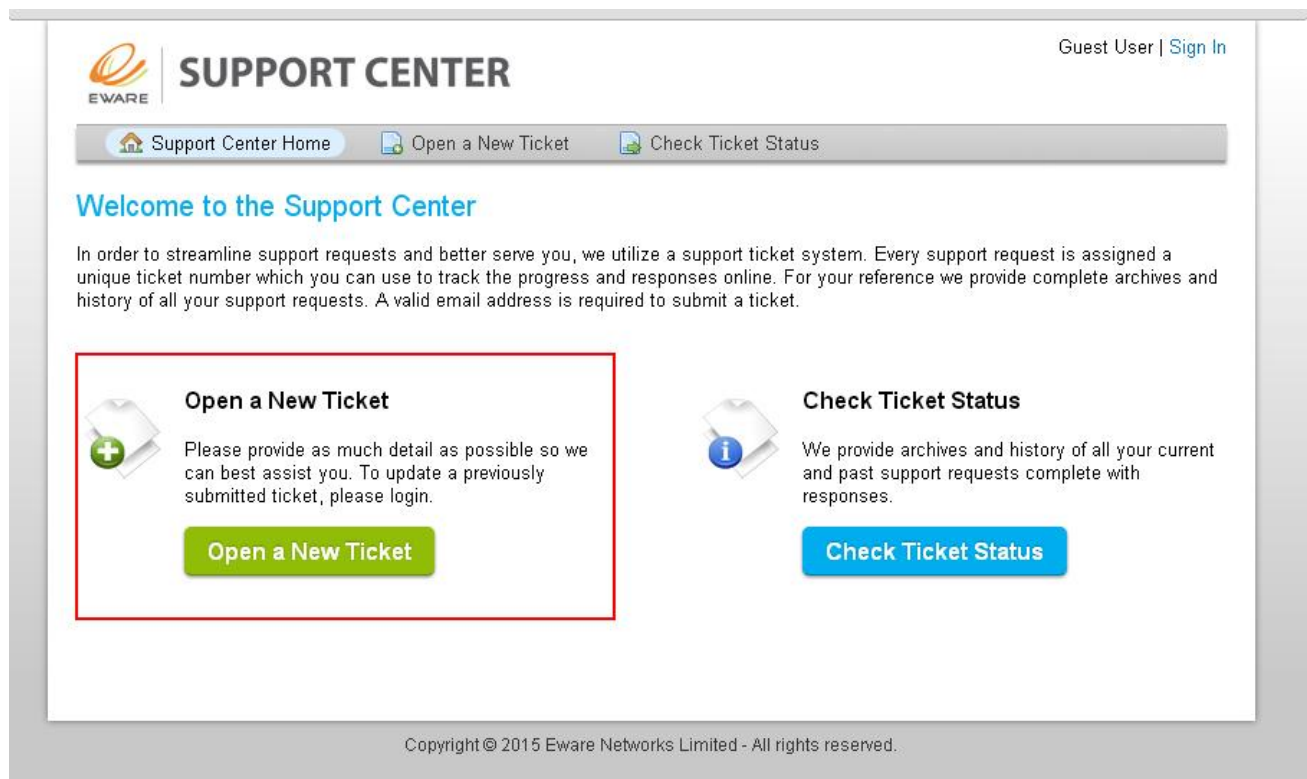
At Eware, we understand the importance of providing our customers with timely and reliable service and support. Our knowledgeable technical team is dedicated to provide professional service to our valuable customers not only in Hong Kong, but also in Macau and major cities of Mainland China.

In order to streamline customer support request and increase customer satisfaction, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track its progress and responses online or by email.

## Create Support ticket

### 1. Online Form.

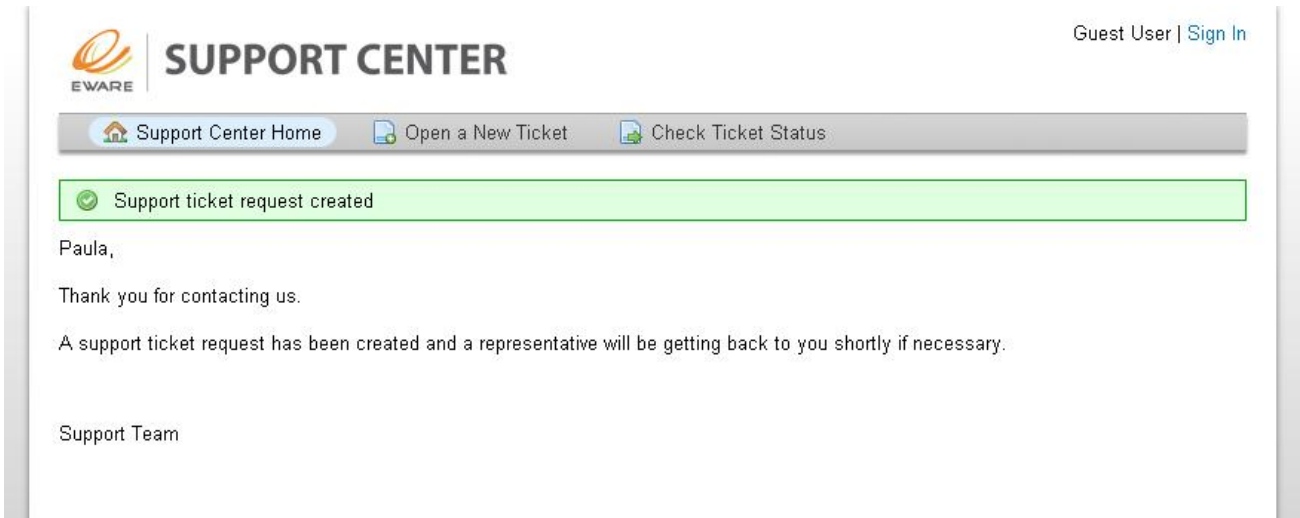
Visit our support web portal: <http://support.eware.com.hk> , click the green button **Open a New Ticket**.



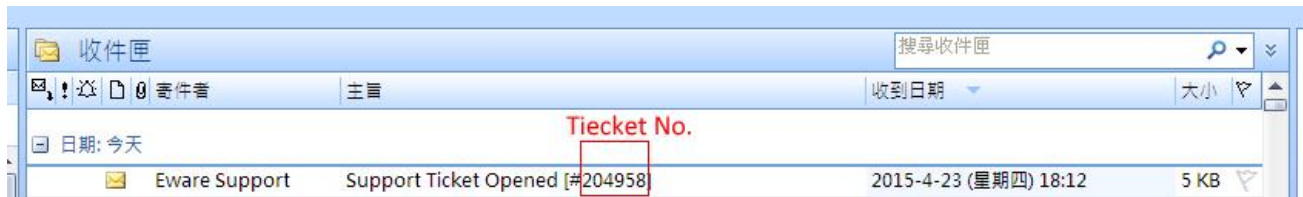
The screenshot shows the EWARE Support Center web portal. At the top left is the EWARE logo and the text "SUPPORT CENTER". At the top right, it says "Guest User | Sign In". Below this is a navigation bar with three buttons: "Support Center Home", "Open a New Ticket", and "Check Ticket Status". The main content area starts with a "Welcome to the Support Center" heading, followed by a paragraph explaining the support ticket system. Below this are two main sections: "Open a New Ticket" and "Check Ticket Status". The "Open a New Ticket" section is highlighted with a red border and contains a green plus icon, a description, and a green button labeled "Open a New Ticket". The "Check Ticket Status" section contains an information icon, a description, and a blue button labeled "Check Ticket Status". At the bottom of the page, there is a copyright notice: "Copyright © 2015 Eware Networks Limited - All rights reserved."



A confirmation page will appear after you click **Create Ticket** button.



A confirmation email will also be sent to your email box at the same time. You may reply to this email if you have any update about this ticket, please **don't modify the email subject** while replying email.



## 2. By Email.

You may also write email to [support@eware.com.hk](mailto:support@eware.com.hk) to submit your service request and you will get a confirmation email with ticket no. You may reply to this email if you have any update about this ticket, please **don't modify the email subject** while replying this email.

## 3. By Phone.

You may also call our support hotline. Our service agent will help you with creating the new ticket.

Location	Support Hotline	Language
Hong Kong	+852 2115 7577	English, Cantonese, Mandarin
Guangzhou	+86 20 81554902	Cantonese, Mandarin
Shenzhen	+86 755 82660966	Cantonese, Mandarin

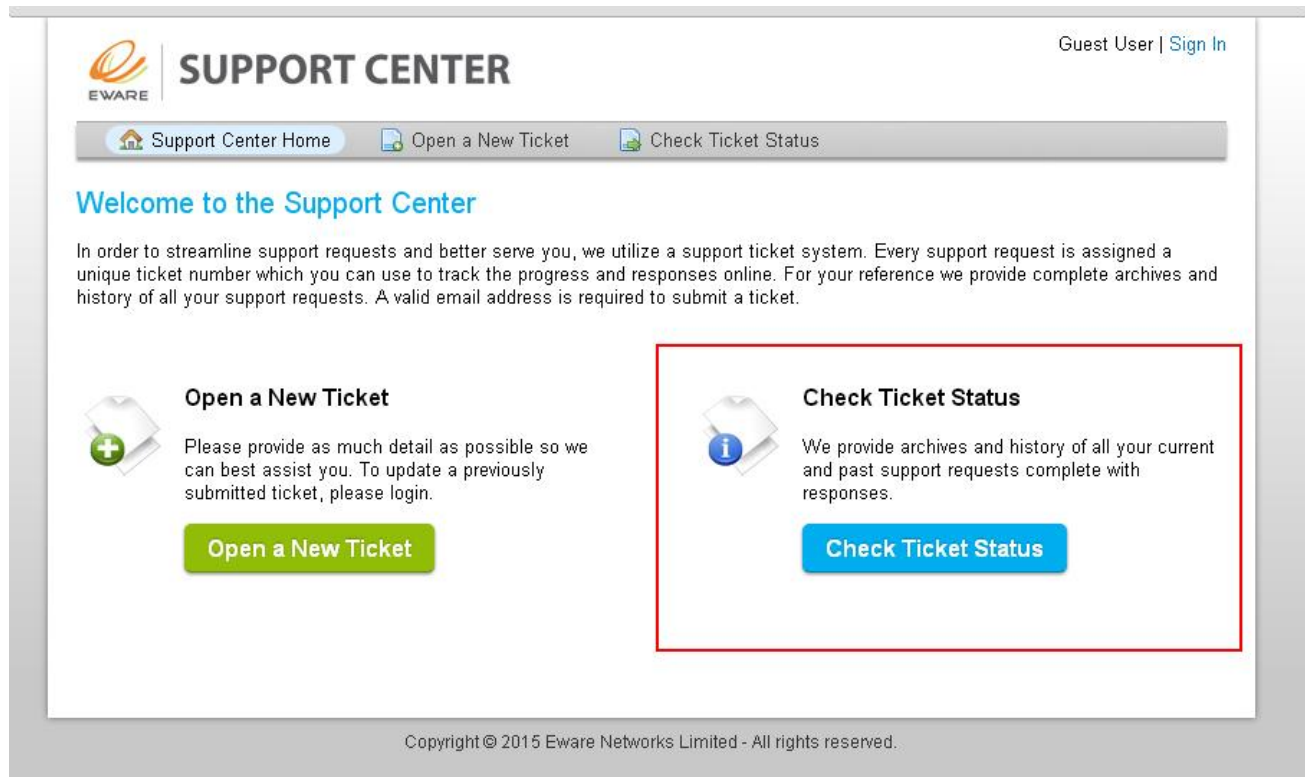
## Track and update ticket status

### 1. By Email

You will get any update about the ticket by email, and you can reply to that email to provide further update. Please **don't modify the email subject** while replying our system email.

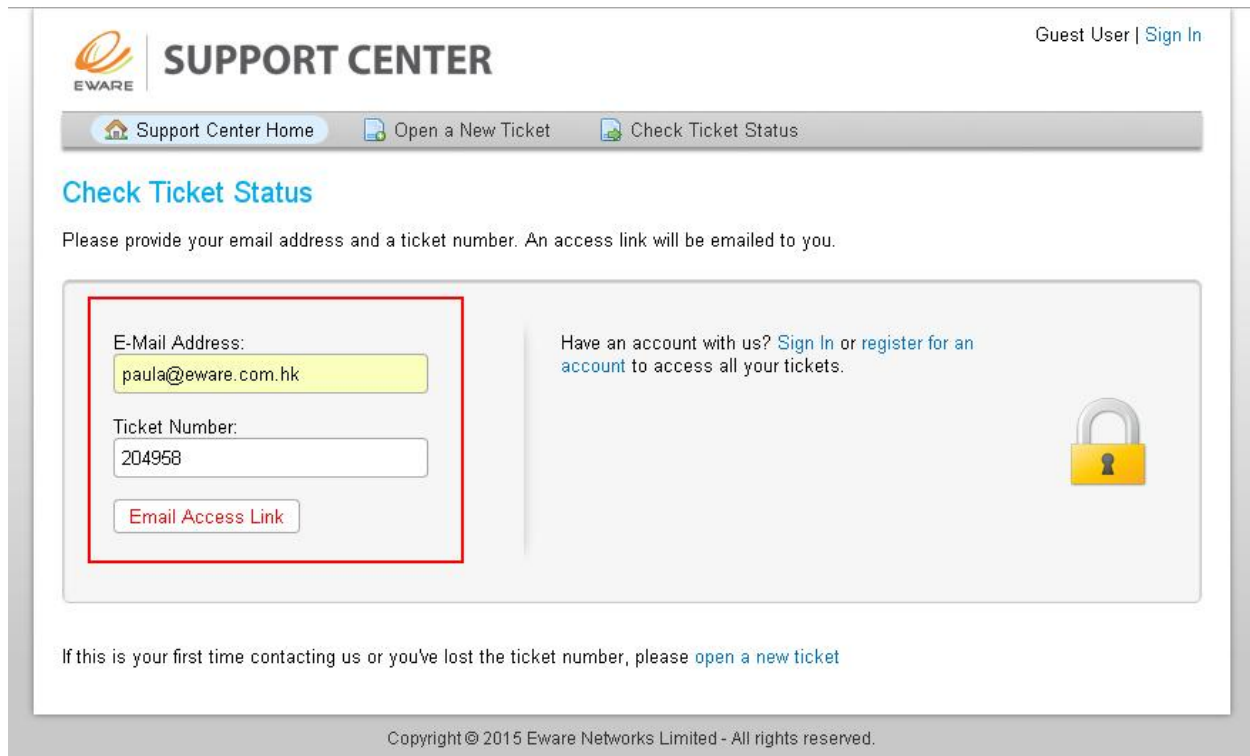
### 2. Online

You may also track ticket status online by visiting our support portal: <http://support.eware.com.hk>, then click the blue button **Check Ticket Status**

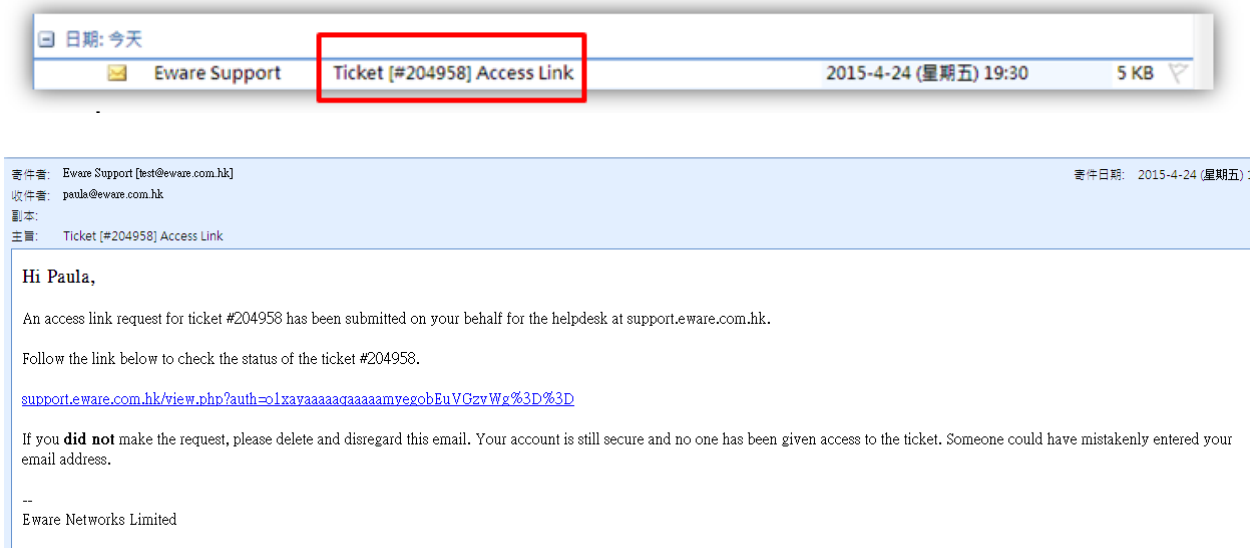


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Input your email address and ticket No, the email address should be the same as the one when you submit the ticket, then click **Email Access Link**



You will then receive email with the link to track the ticket.




Click that link in the email, you may track the ticket status and update online.

 **SUPPORT CENTER** Guest User | [Sign In](#)

[Support Center Home](#)   [Open a New Ticket](#)   [Check Ticket Status](#)

✔ Message Posted Successfully

[Looking for your other tickets?](#)  
[Sign In](#) or [register for an account](#) for the best experience on our help desk.

**Ticket #204958** 

Ticket Status:	Open	Name:	Paula
Department:	Support	Email:	paula@eware.com.hk
Create Date:	04/23/2015 6:11 pm	Phone:	
		End Customer Name:	

**Subject: test**

04/23/2015 6:11 pm   Paula

test

04/24/2015 7:32 pm   Paula

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✔ Message Posted Successfully

**Post a Reply**

*To best assist you, we request that you be specific and detailed \**

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📎 Drop files here or [choose them](#)