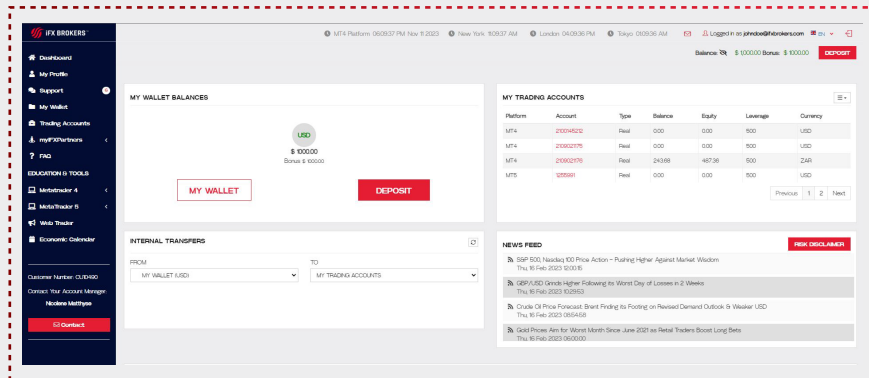
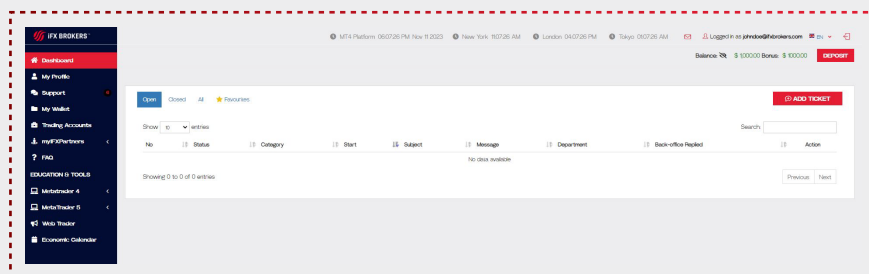


# How do I Send a Support Ticket

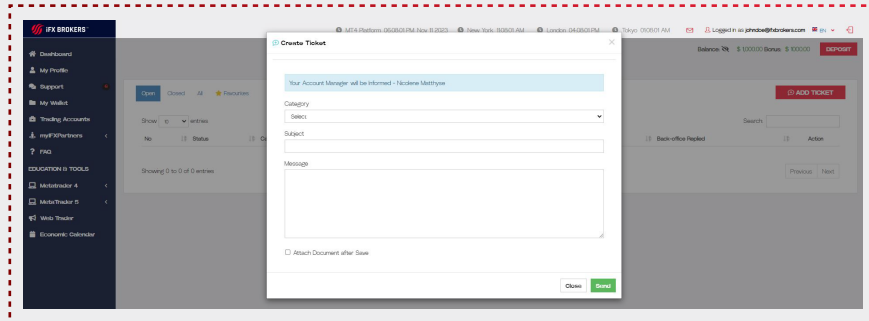


1. Login to **myIFXBrokers** portal

2. Select the **CONTACT** button located at the bottom of the navigation panel



3. Select the **ADD TICKET** button  
Select a **CATEGORY** of the type of support you require



4. Add a **SUBJECT**

5. Provide a detailed **MESSAGE**  
(you can add supporting files by selecting the support file box below your message)

6. Select **SEND**

# Here is what you should expect after you receive the success notification

A ticket has already been created and assigned to one of our support team members  
Your ticket is being prioritized according to its nature.

If necessary, our support team will contact you for clarifications or any additional information needed.

Once the issue is resolved you will be notified by our support team.

Check the progress on your query by selecting **SUPPORT** from your navigation panel.

The screenshot displays the IFX Brokers user interface. On the left is a dark blue navigation sidebar with links for Dashboard, My Profile, Support (highlighted with a red dot), My Wallet, Trading Accounts, myFXPartners, FAQ, and Education & Tools. The main content area shows a support ticket management interface. At the top, there's a header with user information and a balance of \$1000.00. Below this, a table lists support tickets. The table has columns for No., Status, Category, Start, Subject, Message, Department, Back-office Replied, and Action. Four tickets are visible, all with a status of 'VERIFIED\_CLOSED' and a category of 'GENERAL QUERY'. The first ticket (No. 10053) has a message 'Email submitted to support1@ifxbrokers.com - DAT ...'. The second (No. 10398) has a message 'test'. The third (No. 1589) has a message 'Please provide as much information as possible ...'. The fourth (No. 5402) has a message 'mmmm'. Each ticket has a 'VIEW' button in the Action column. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries'.

No.	Status	Category	Start	Subject	Message	Department	Back-office Replied	Action
10053	VERIFIED_CLOSED	GENERAL QUERY	2021-06-17		Email submitted to support1@ifxbrokers.com - DAT ...		Yes	<a href="#">VIEW</a>
10398	VERIFIED_CLOSED	GENERAL QUERY	2021-05-15		test		Yes	<a href="#">VIEW</a>
1589	VERIFIED_CLOSED	GENERAL QUERY	2021-04-30	Type a main subject of your query	Please provide as much information as possible ...		Yes	<a href="#">VIEW</a>
5402	VERIFIED_CLOSED	GENERAL QUERY	2020-10-26		mmmm		Yes	<a href="#">VIEW</a>

## EVERY SECOND COUNTS

We recommend that any support query be send on a ticket for the fastest resolution.  
No need to wait for delayed emails which may not reach us in time.