**Situation**
After doing your initial troubleshooting you still need help from Proofpoint Essentials support. You have a question that you couldn't find the answer in our Knowledge Base or you have a request for an enhancement.

**Solution**
Creating an Issue Ticket via Proofpoint Support portal which will guarantee your SLA. Only Partners or Direct Support customers are able to log into the support site to create a ticket.

Only Partners or Direct Support customers are able to log into the support site to create a ticket. If you are a Partner or Direct Support customer and need an account please email a request to essentialssuccess@proofpoint.com.

If you wanted to update an existing ticket, here is a guide on how to process the update.

2. If a chat is desired, Click the **CHAT WITH SUPPORT** button.
3. To submit a ticket, Fill out the **CREATE A CASE** template.
4. Fill out all required fields
5. Then click the **SUBMIT** button.

To Add an attachment, submit the ticket first, then add the attachments after.

Make sure to fill out the correct Priority for the issue:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Typical Examples</th>
<th>SLA or Target Response time*</th>
</tr>
</thead>
<tbody>
<tr>
<td>P4</td>
<td>&quot;How To&quot; Questions and software issues with no degradation</td>
<td>1 business week</td>
</tr>
<tr>
<td>P3</td>
<td>All major functionality is working. Non-crucial system issues. The service is running with limited functionality in on or more subsystems.</td>
<td>Before end of next business day</td>
</tr>
<tr>
<td>P2</td>
<td>The software is operating in degraded mode. One or more of the subsystems is not functioning or impacting only a subset of users.</td>
<td>4 hours</td>
</tr>
<tr>
<td>P1</td>
<td>System Down. Complete failure of the software or hardware and is impacting all users.</td>
<td>1 hour</td>
</tr>
</tbody>
</table>

• *NOTE: This is a SLO (Service Level Offering) instead of a SLA (SLA) as contracted support agreements aren't in use.
• Enter as many details as possible about the issue you are reporting. Some knowledge base articles that provide
help on what details to provide

1. How to report a general problem with an email
2. Requesting assistance from Support to investigate an email problem

Once submitted you will receive an email summary of the ticket.