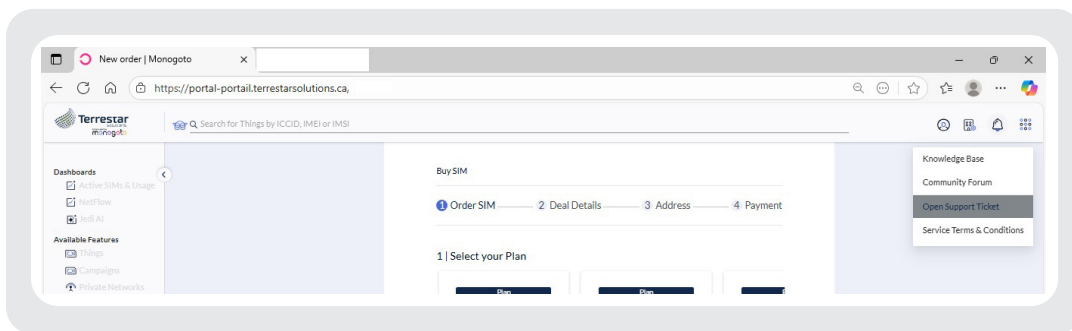


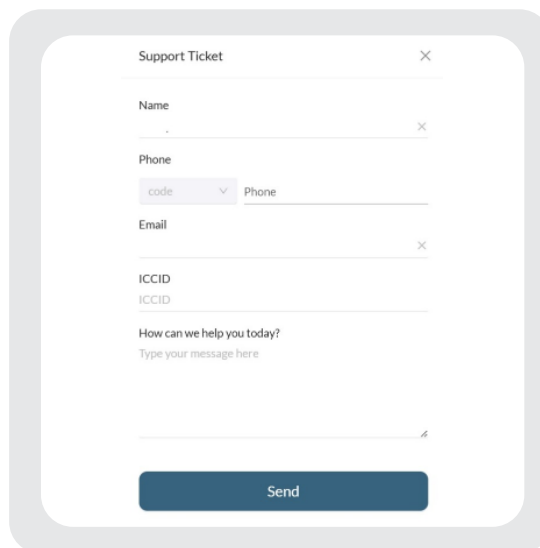
Getting support: How to open a ticket

Access your Hybrid IoT account by logging in to the [Terrestar Solutions portal](https://portal-portal.terrestarsolutions.ca)

1. Click the **Resources**  button in the top-right navigation bar.
2. Select **Open Support Ticket**.



3. A pop-up window will appear. Fill in the form and click on the **Send** button.

A screenshot of a 'Support Ticket' pop-up form. The form has a title bar 'Support Ticket' with a close button. It contains the following fields: 'Name' (text input), 'Phone' (text input with a dropdown for 'code' and a label 'Phone'), 'Email' (text input), 'ICCID' (text input), and 'How can we help you today?' (text area with placeholder 'Type your message here'). A 'Send' button is at the bottom.

You can also open a support ticket by sending an email to service@iot.terrestarsolutions.ca

