

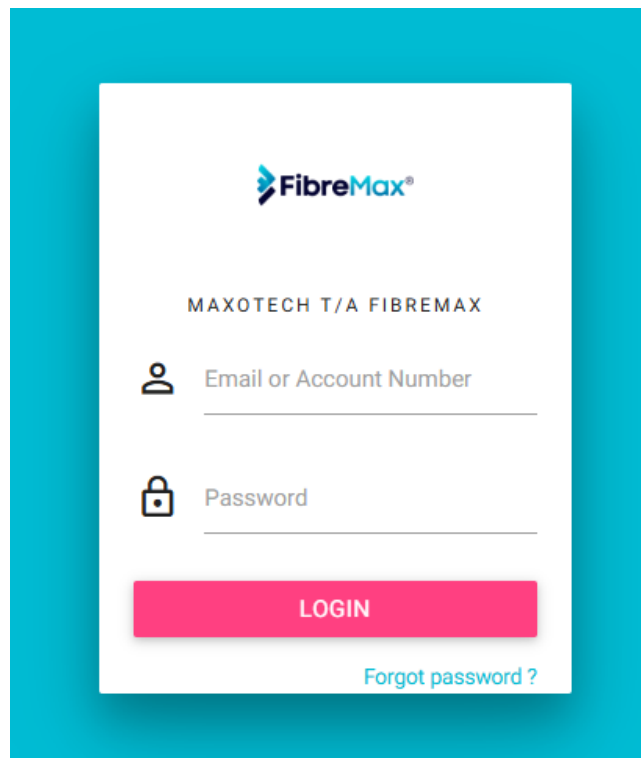
Create a New Support Ticket

The FibreMax[®] Online Portal lets you create and track support tickets so our team can quickly assist you.

Log in:

Use the email address and password you registered with FibreMax.

1. Go to <https://fibremax.au/> in your web browser.
2. At the top of the page, click [My Account](#).

A screenshot of the FibreMax login page, framed by a thick teal border. The page has a white background. At the top center is the FibreMax logo. Below it, in smaller text, is "MAXOTECH T/A FIBREMAX". There are two input fields: the first is preceded by a person icon and labeled "Email or Account Number"; the second is preceded by a padlock icon and labeled "Password". Below these fields is a large pink button with the word "LOGIN" in white capital letters. At the bottom right of the login area is a link that says "Forgot password ?" in teal text.

3. Enter your email address and password, then click Login.

Forgotten your password?

Click Forgot Password? on the login page. You'll receive an email with reset instructions.

Follow the link in the email.

Create a new password and log back in.

Create a New Support Ticket

1. In the menu, go to **Helpdesk**.
2. Select **Create Support Ticket**
3. Enter the **Priority** (e.g., Low, Medium, High).
4. Enter the **Subject** of your request.
5. Add an **Additional Contact** if required.
6. Click the **Save** button when done.
7. You will receive confirmation that FibreMax has received your ticket.

To View Your Support Tickets

1. In the menu, select **List Support Tickets**.
2. A list of all your support tickets will be displayed.
3. Click **Open** on any ticket to see more details.

Tip: The more details you provide in the subject and description, the faster our support team can assist you.

Support tickets help you track issues, updates, and resolutions – all in one place.

