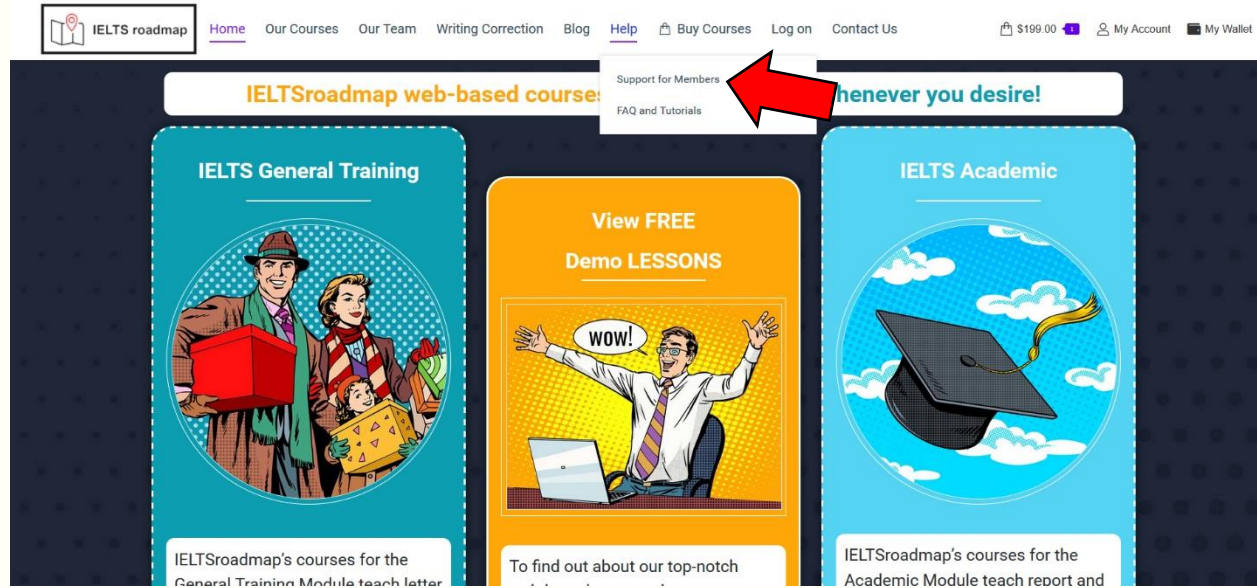
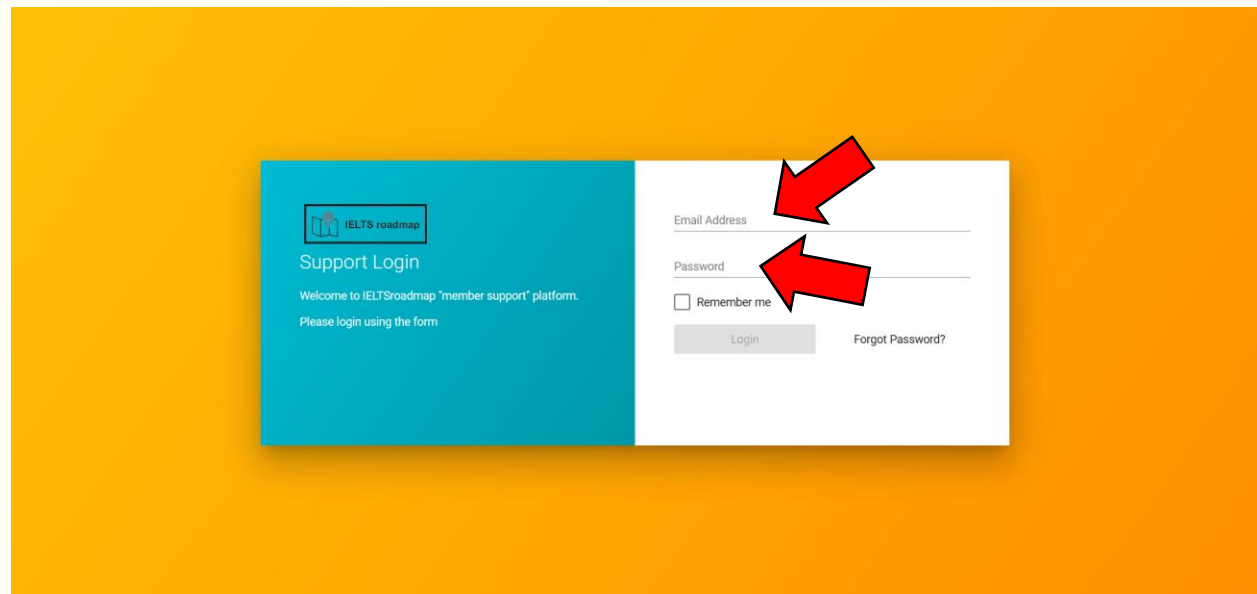


How to submit a ticket and ask course-related questions

Go to www.IELTSroadmap.com and choose Support for Members under “Help” at the top menu.



If you are already logged-in, you will be directed to the ticketing page. Otherwise, you should log on using your username and password (created when you purchased the course).



1 Introduction — 2 Enquiry — 3 Courses — 4 Ticket

Create a new ticket

Please fill out the form and describe the problem as clearly as possible. To help our support team, please include a clear screenshot.

Exit Next

Here, choose the option of interest and click Next.

1 Introduction — 2 Enquiry — 3 Courses — 4 Ticket

What do you need help with?

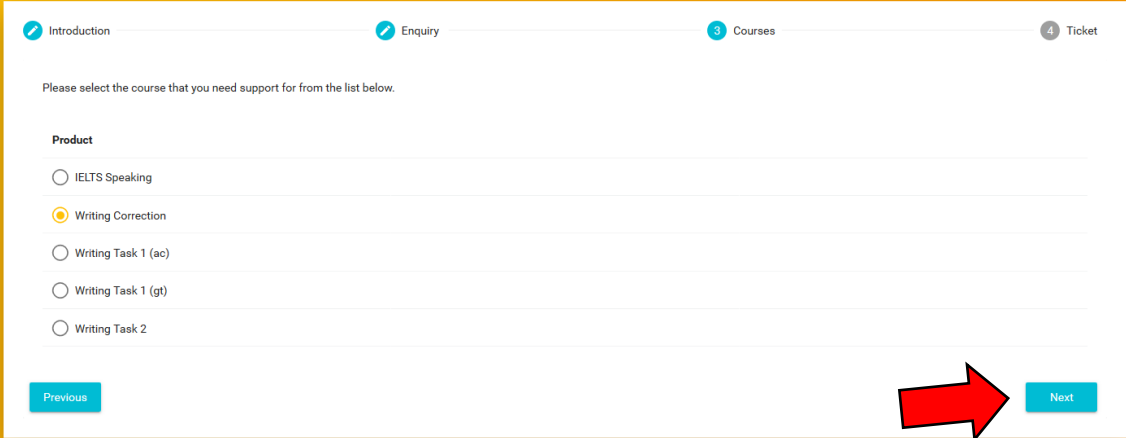
I have an educational question. — 1

I have a general enquiry. — 2

Previous Next

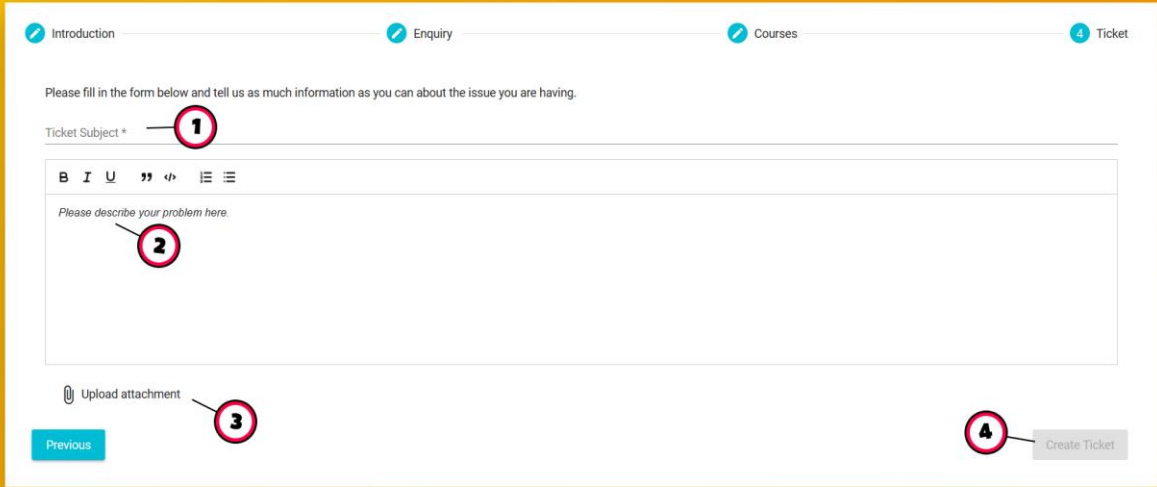
1. If you'd like to ask an English-related question, click on this item.
2. Choose this item for support if your question is NOT related to English or your course.

If you have selected to ask an English or Course-related question, you must choose the course of interest.



The screenshot shows a progress bar at the top with four steps: Introduction (checked), Enquiry (checked), Courses (active), and Ticket (disabled). Below the progress bar, the text reads: "Please select the course that you need support for from the list below." Under the heading "Product", there are six radio button options: IELTS Speaking, Writing Correction (selected), Writing Task 1 (ac), Writing Task 1 (gt), and Writing Task 2. At the bottom left is a "Previous" button, and at the bottom right is a "Next" button. A large red arrow points to the "Next" button.

Click on Next.



The screenshot shows the "Ticket" step in the progress bar. The text reads: "Please fill in the form below and tell us as much information as you can about the issue you are having." The form includes a "Ticket Subject *" field with a red circle containing the number 1. Below it is a rich text editor with a toolbar (B, I, U, quote, link, list) and a text area with the placeholder "Please describe your problem here." and a red circle containing the number 2. At the bottom left is an "Upload attachment" field with a red circle containing the number 3. At the bottom right is a "Create Ticket" button with a red circle containing the number 4. A "Previous" button is also visible at the bottom left.

1. Enter the Subject of your question briefly
2. Type your question by making a clear-to-understand enquiry
3. If you need to attach a file, use this section.

4. Once you have taken the steps above, click here

Your question will now be sent to our experts, the maximum waiting time for your question to be answered is 24 working hours. Avoid submitting the same question repeatedly.

If your call for support is not course-related (for example a technical issue), go through the steps below:



The screenshot shows a support form with a progress bar at the top. The progress bar has four steps: 1. Introduction (checked), 2. Enquiry (active), 3. Category (greyed out), and 4. Ticket (checked). Below the progress bar, the question "What do you need help with?" is followed by two radio button options: "I have an educational question." (unselected) and "I have a general enquiry." (selected). A red arrow points to the "I have a general enquiry." option. Below the options are two buttons: "Previous" on the left and "Next" on the right. A red arrow points to the "Next" button.

Select one option here (accordingly to your request)

The screenshot shows a support form with a progress bar at the top containing four steps: Introduction, Enquiry, Category (highlighted with a blue circle and the number 3), and Ticket. Below the progress bar, the text reads: "Please select a category that you need support for from the list below." Under the heading "Category", there are three radio button options: "general enquiries" (with a yellow dot and a red circle containing the number 1), "sales" (with a red circle containing the number 2), and "technical support" (with a red circle containing the number 3). At the bottom left is a "Previous" button, and at the bottom right is a "Next" button (with a red circle containing the number 4).

1. Select this if you have a general question to ask
2. If your question is related to purchasing of the courses, select this option
3. If you question is related to technical support, select this
4. Click here now

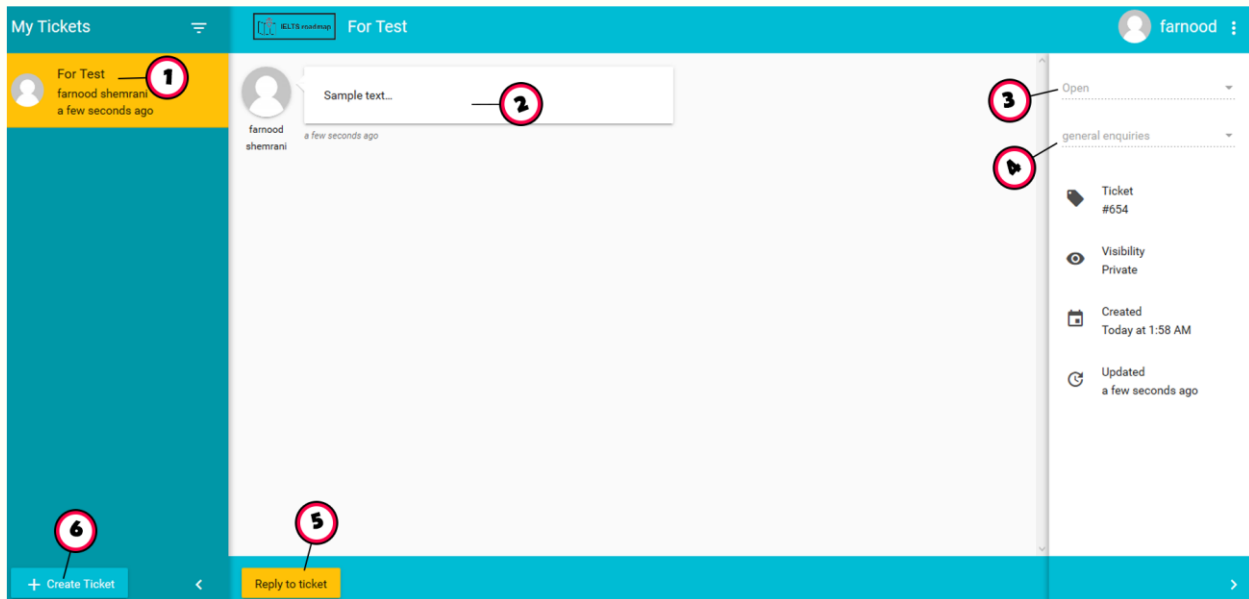
The screenshot shows a web form for submitting a ticket. At the top, there is a progress bar with four steps: Introduction, Enquiry, Courses, and Ticket. The 'Ticket' step is currently active. Below the progress bar, there is a heading: 'Please fill in the form below and tell us as much information as you can about the issue you are having.' The form contains the following elements:

- A 'Ticket Subject *' text input field, marked with a red circle containing the number 1.
- A rich text editor area with a toolbar (B, I, U, quote, link, list) and a placeholder text 'Please describe your problem here.', marked with a red circle containing the number 2.
- An 'Upload attachment' button with a paperclip icon, marked with a red circle containing the number 3.
- A 'Previous' button on the bottom left.
- A 'Create Ticket' button on the bottom right, marked with a red circle containing the number 4.

1. Enter the subject of your question briefly
2. Type your question by making a clear-to-understand enquiry
3. If you would like to attach a file, use this option
4. Click here once you have taken the steps above

Your question will now be sent to our experts; the maximum waiting time for your question to be answered is 24 working hours. Avoid submitting the same question repeatedly.

You will now be directed to this page.



1. The list of your submitted tickets
2. The content related to your tickets
3. The status of your ticket
4. The category related to your ticket
5. The new response to your previously-submitted ticket
6. If you wish to submit a new ticket, click here and go through the same steps as outlined in this tutorial.

