

TUTUTIX HELP CASES: BETTER, FAST COMMUNICATION

a quick reference guide

First, go to the TutuTix Client Portal
Visit **CLIENTS.TUTUTIX.COM/CLIENTS**
and log in. If you forgot your password, click
the link and we'll email you a new one.

Then from the top menu select:
MENU - HELP

BETTER THAN EMAIL

Emails can get lost in transit or be
unnecessarily duplicated. The HELP CASES
screen shows the complete history of your
interactions with our support team. - versus
having to dig through your inbox for
information.

TO CREATE A NEW CASE

Click the blue "New Case" button and
complete the three steps: select the TYPE of
case, provide a descriptive SUBJECT, and the
details of what you need in the DESCRIPTION.
Then, click CREATE CASE.

USE THE CASE ID NUMBER

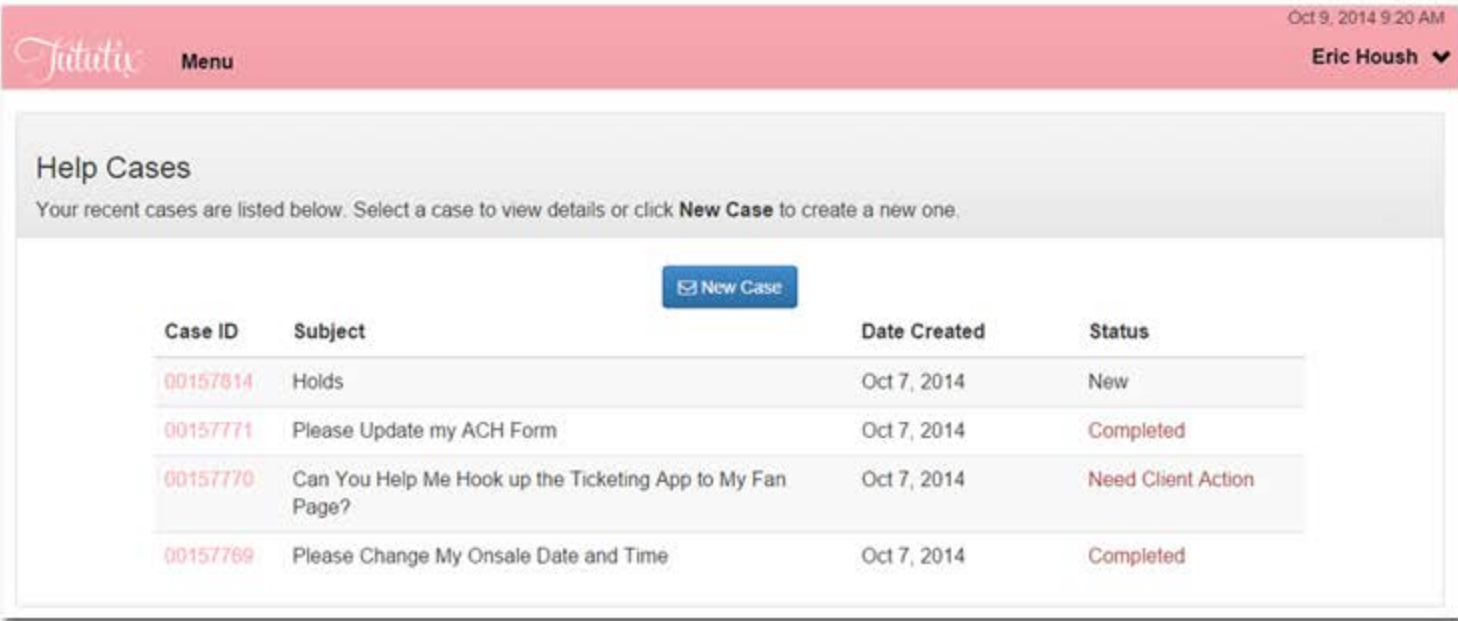
As soon as you create a case, we assign a CASE
ID Number. Put this number in the subject of
any emails and be sure to mention it on any
calls to our support staff.

WHEN SHOULD I EMAIL INSTEAD?

AFTER the case has been created and a CASE
ID has been assigned, it's fine to email or call -
just be sure to reference the case number.



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WHAT THE STATUSES MEAN:

NEW: We've got it! We've received your request and have assigned someone to look at it.

OPEN / ESCALATED: Someone on team TutuTix is actively working on your case! Check back shortly for updates!

NEED CLIENT ACTION: We need more information from you before your case can be completed. Please call or email us ASAP.

COMPLETED: We've completed your request! Let us know if you need anything else!