

Contact cPanel

For cPanel & WHM version 64

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Overview

To contact cPanel Support, either open a support request in WHM's [Create Support Ticket](#) interface (Home >> Support >> Create Support Ticket), or access the [cPanel Customer Portal](#) and manually submit support requests. Additionally, you can view progress of open support requests, review closed requests, or contact cPanel, Inc. Sales and Customer Service through the [cPanel Customer Portal](#).



Note:

Contact your license vendor for support before you contact cPanel, Inc. You can determine your license provider via the [cPanel License Verification](#) website. For more information about how to identify your hosting provide, read our [How to Identify Your Hosting Provider](#) documentation.

Open a support request in WHM

You can open a support request through WHM's [Create Support Ticket](#) interface (Home >> Support >> Create Support Ticket). This feature streamlines the ticket creation process, automates SSH authorization, and decreases the time required to open a support ticket. In addition, it attempts to identify your support ticket requirements and redirects you to the cPanel Customer Portal as necessary.

Manually submit a support request to cPanel



Note:

For an expanded walkthrough to open a support ticket, read our [How to Open a Technical Support Ticket](#) documentation.

To manually submit a support request through the cPanel Customer Portal, perform the following steps:

1. In your browser, open <https://tickets.cpanel.net> and log in.
2. Select your product from the menu.
3. Read the Technical Support Agreement.
4. Enter your IP address in the appropriate text box.
5. Enter your Support Access ID in the appropriate text box and click *Continue*.
 - To determine your Support Access ID, navigate to WHM's [Support Center](#) interface (Home >> Support >> Support Center).
6. Confirm your contact information and click *Continue*.
7. Enter the details of your request and click *Continue*.



Note:

Provide as much relevant information as possible.

8. Enter the login and access information for your server and click *Continue*.
 - If you require assistance with multiple services, click the + tab and enter the access information for each additional server.
9. Submit this case as either *Complimentary Support* or *Priority Support*.



Note:

You must pay a fee for *Priority Support*.

After you submit your support request, you will receive a confirmation via email.

Review open and closed support requests

To view the progress of a support request, perform the following steps:

1. Click *Show Open/Closed Requests*.
2. Click the link of the ticket that you wish to review.

Reopen a support request

If you need to reopen a support request, perform the following steps:

1. Click *Reopen Case*.
2. Enter the reason why you wish to reopen the case.
3. Enter additional issues for the case that you wish for cPanel Support to resolve.
4. Click *Reply*.



Note:

Click *Leave Feedback* to tell cPanel, Inc. about your support experience.

Additional documentation

- [Contact cPanel](#)
- [Create Support Ticket](#)
- [Grant cPanel Support Access](#)
- [Support Center](#)
- [Tweak Settings - Support](#)