

|  System |

# Support

The form is used to submit and track support requests (ZZP) that a Brix user sends to the company providing their support — MICRO PROCESS support or another provider (e.g. an accounting firm). The support provider processes the requests in its own [Received Support Requests](#) form, which is part of the **Ticketing** module.

All communication on one topic takes place inside one request, in the **~ Messages ~** tab. Before submitting a request, read [Rules for submitting support requests](#) — a complete request with specific data is resolved faster and without additional correspondence.

## List

[About filters and finding data in lists](#)

Requests are grouped by status into the *Not processed*, *Open* and *Finished* tabs; the filter, quick search and columns are described on [List](#).

## How to...

- [Submit a request so that it is resolved as quickly as possible](#)  
Which data the request must contain, how to pass on an error message and when to attach an image.
- [Continue communication on the same topic](#)  
An additional question or comment is entered as a new message in the existing request, not as a new request.
- [Reopen a closed request](#)  
When the problem is not resolved or the topic is extended after closing.

## Buttons

- **SAVE** — Saves a new request or the changes to an existing one. While the *Edit* dialog has no unsaved changes, the button is lighter and disabled.
- **REOPEN** — Reactivates a closed request; shown only in the *Edit* dialog of a closed request.

## Data tabs

- **~ BASIC ~** — Data about the request, the support provider and the support answer.
-  **~ Messages ~** — All messages exchanged with support inside the request.
-  **~ DMS ~** — Images and other files attached to the request.



The ~ **Messages** ~ and ~ **DMS** ~ tabs are shown only after the request has been saved — the *Add* dialog offers the ~ **BASIC** ~ tab only.

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