

How Do I Submit a Support Ticket? (Submit Request button)

Now you can easily request support from us by submitting a ticket. Click on Submit Request for this service. Name your TASK request, select your priority, and the type of task request. You can also easily upload attachments of almost any kind. Maximum file size is 100 MB.

We respond to Support requests the same day or the next business day. If you don't receive a response from us, please call our office at 302-996-5819 or 1-800-423-2993 Monday through Friday, from 8:30 a.m. to 5:00 p.m. You can also send an email to us at: support@dbiglobal.com.

The screenshot shows the 'Submit Request' form in the Striven Customer Portal. The 'Submit Request' button is highlighted with a red box. The form includes the following fields and sections:

- Task Name:** A text input field.
- Priority:** A dropdown menu set to 'Normal'.
- Type:** A dropdown menu.
- ATTACHMENTS:** A section with a list of supported file extensions: .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pdf, .tif, .jpeg, .jpg, .gif, .bmp, .txt, .csv, .png, .msg, .wav, .mp3, .mp4, .zip, .rtf, .eps, .ai, .psd, .avi, .mov, .wmv, .cfg, .wss, .vsd, .vsdx, .tsd, .lic. It also states 'Max File Size: 100 MB'.
- DESCRIPTION:** A rich text editor with a toolbar containing options for font style, size, bold, italic, underline, text color, background color, bulleted list, numbered list, and indent.



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Thank you for your business patronage. Our Customer Portal, CRM and Accounting system is powered by Striven -- a powerful ERP/CRM cloud-based software system. All Rights Reserved. Copyright 1986-2020. Prepared May 1, 2020.