

SharpStream Technical Support

Procedure

At SharpStream, it is our utmost concern that all our services are running as they should be. Therefore, if something should arise that is causing an issue, we are here to help you resolve it in a fast and effective manner.

At SharpStream, it is our utmost concern that all of our customers' services are performing at their optimal. When things do go wrong, we are here to help you resolve it in a fast and effective manner. To ensure that you get the best support possible, we kindly ask that you follow the steps outlined below.

Pre-Checks

- Log in to your customer portal (<https://portal.sharp-stream.com>)
- Check that the stream status is **ONLINE**
- Try listening to your ingress feed to see if a feed being sent to our servers (Not sure how to do this? Check out our troubleshooting videos here: <http://bit.do/ss-troubleshoot>)

Raise a Ticket

Send us an email using support@sharp-stream.com

Describe the Issue

- Clearly describe the issue(s) that you are experiencing
- Supply all relevant information
- Detail any fixes that you have tried (e.g. checking the broadcast status of your encoder, ensuring that the audio paths are all intact no broken connections)
- Attach screenshots of the problem areas. Send and Relax

We aim to have acknowledged your ticket within 60 mins of receiving it.

ATTENTION: Please do not include any information that is not needed, such as any personal data including; passwords, data specific to you as an individual, unless is it related to your account with us and is relevant to your issue, such as billing address and username.

By submitting your query or request by email you are entered into a ticketing system which ensures you will be discovered quickly and in accordance with your submitted data. If you prefer to phone in you will be asked to follow it up with an email to the support desk for communication and traceability purposes. Starting an email thread also helps provide us with another layer of security, allowing us to help verify your identity. Without verifying your identity we can not process any actions on your account.

We look forward to providing you with our excellent service when you need it most.

Kind regards,

The SharpStream Team