**Otet** Markets

On Target, Every Time...

❖ Tutorial on sending a message to the Support (Helpdesk)

Otet Markets' support team is available 24/7 to assist clients. If you encounter any challenges or require further information about our services, you can directly contact our specialists. For this purpose, we offer live chat, ticket system, and email as communication channels.

Below, we will explain the steps to send a message (Ticket) or, as it's commonly known, submit a ticket.

1. After logging into your account (for instructions, please refer to the 'Logging into Your Account' article), simply select 'Helpdesk' from the left-hand menu and then click on 'Create Ticket'.
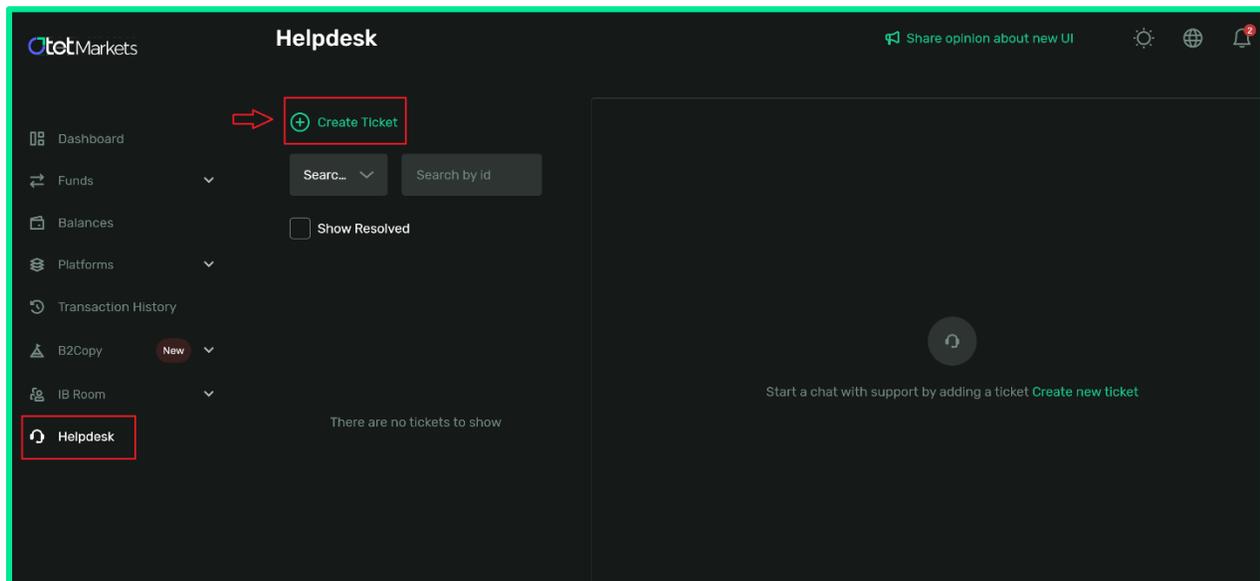
2. On the page that opens, there are three mandatory fields that must be completed. Once all three fields are filled in, the 'Submit Ticket' button will be activated.

1. In the first row, you can select the department that your request pertains to.
2. In the second row, please write the subject of your question or request.
3. In the third row, please state your question or request.

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Additionally, if you need to attach an image or file to your ticket, you can use the 'Attachment' button on the same page to upload your desired image.
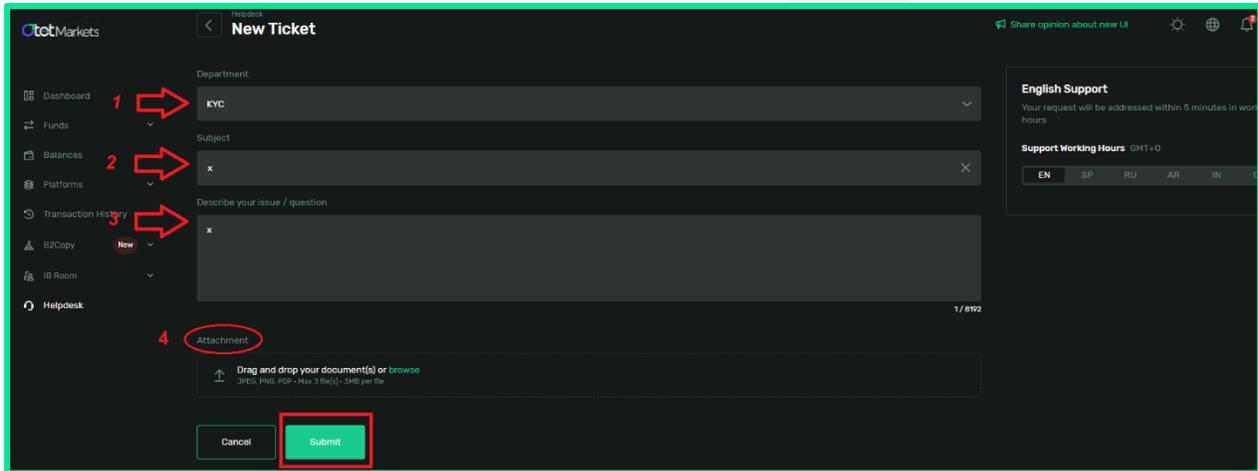

3.As mentioned previously, when creating a ticket, you can select the relevant department from the dropdown menu in the first row (Department). Completing this field will expedite the support team's response process. The available options include:

- Account Registration and Opening
- Know Your Customer (KYC) Verification
- Technical Issues
- Financial Matters
- Introducing Brokers (IBs)
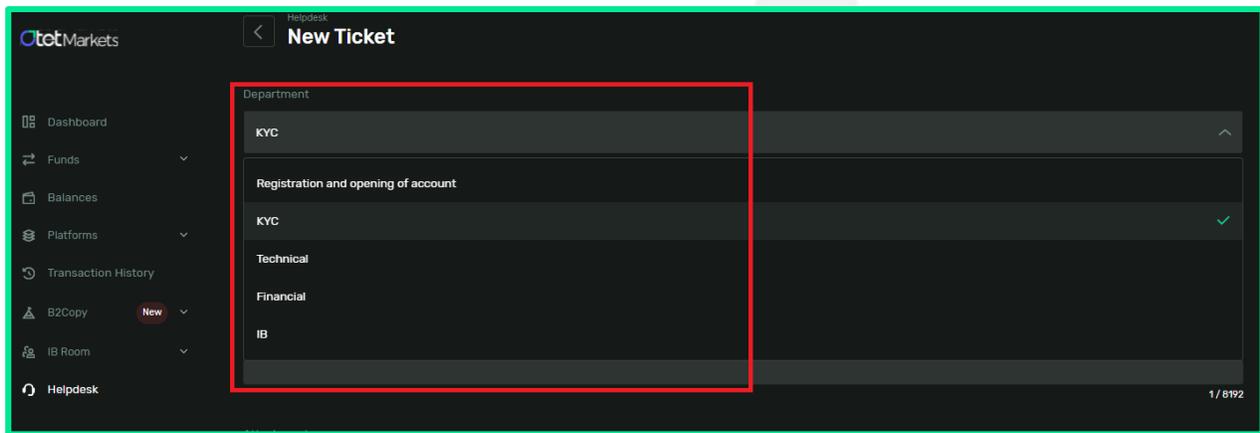
4. Finally, click the green 'Submit' button to submit your ticket. Our Otet brokerage support team will respond to you as soon as possible.
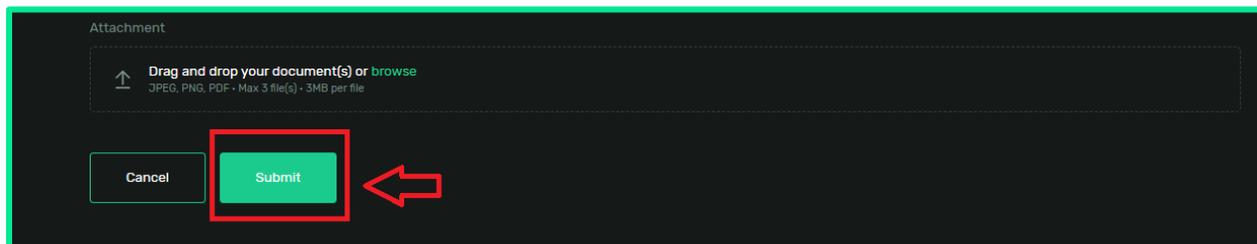
# Guide for following up on a sent message (Ticket)

On the main Helpdesk page, you will find a bell icon at the top. This icon allows you to enable notifications from the support team. This feature offers two distinct options as follows:

(1) Enable Desktop Notifications: Notify me of new messages from Otet support on my desktop.

(2) Enable Email Notifications: Notify me of new emails from Otet support.
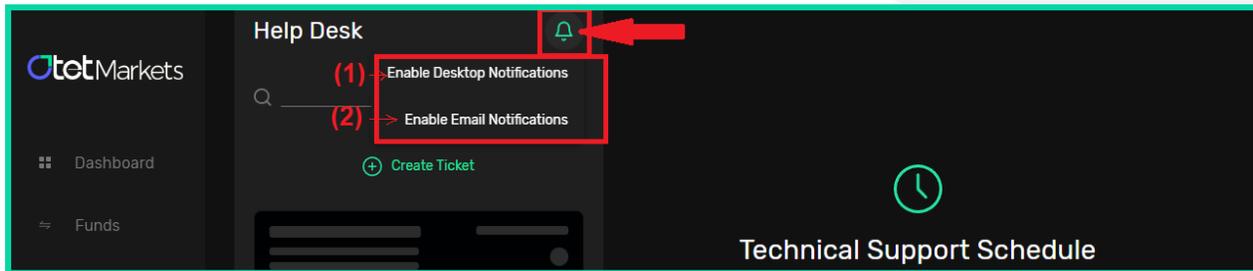
6. To search for sent tickets and their responses, you can use the search section located at the top of the Helpdesk homepage. In this section, you can search for your desired ticket based on the following three filters:

- Ticket ID
- Subject
- Content
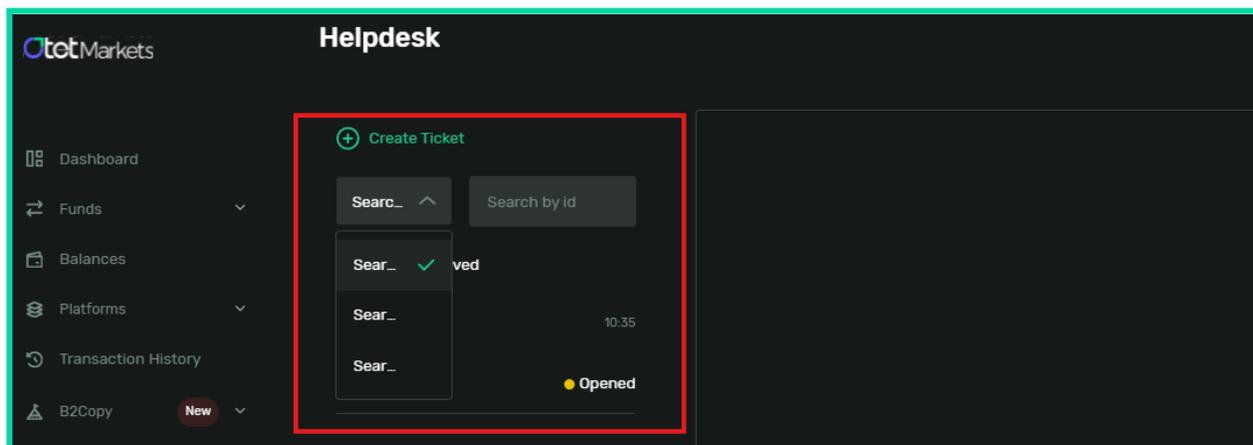
7. After the support team responds to your ticket, Otet will send you an email containing your ticket number (Ticket ID). The email will include the following message:

Your ticket has been responded to. However, if you have not received the answer you were looking for, you can resubmit your request on the same message. Our experts will get back to you as soon as possible.
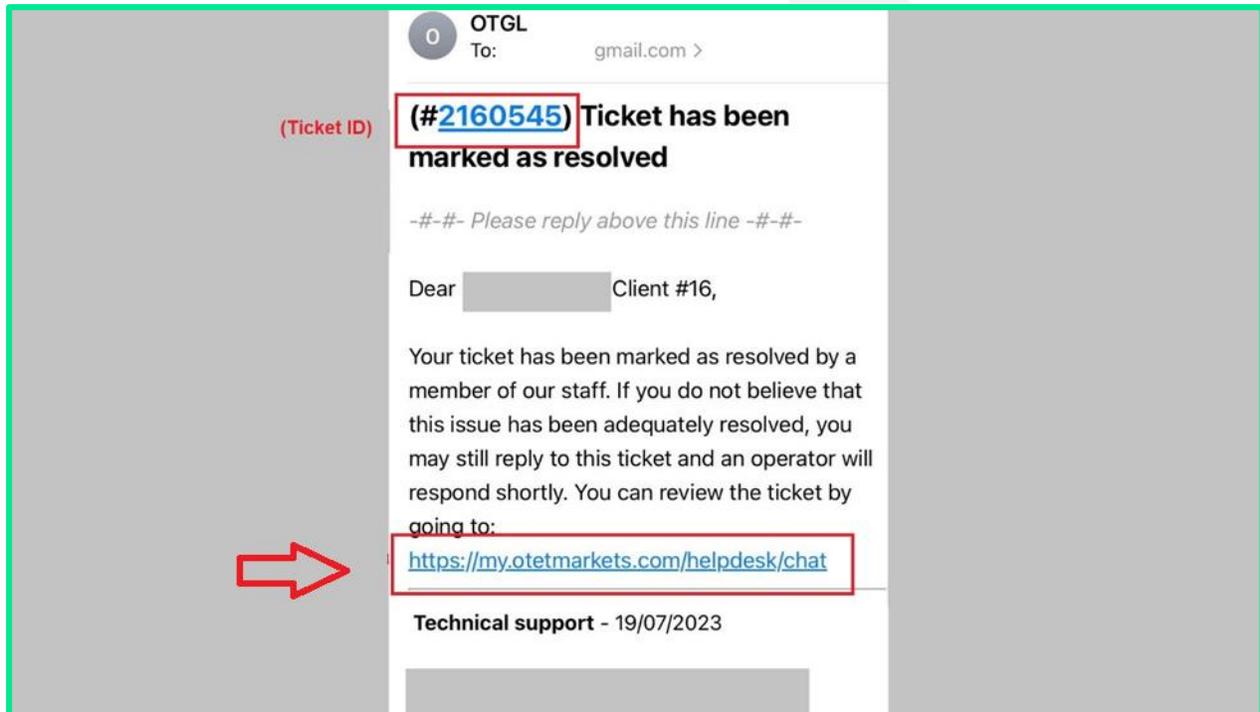
Additionally, you'll see a link within the email text (image above) that directs you to the Help Desk page (image below). Generally, on this page, you can view the history of all messages you've sent and the replies you've received.

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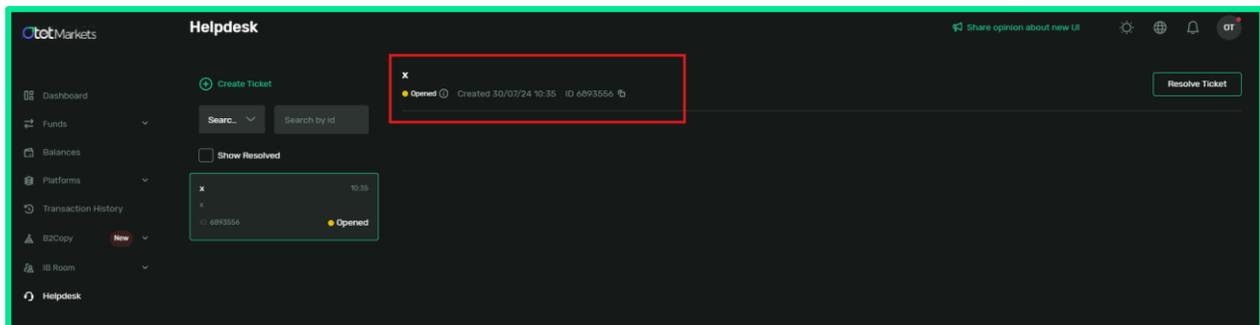
Otet Markets' brokerage support unit is ready to assist our valued customers 24/7. If you encounter any challenges or require further information, you can connect with our experts through the online chat available at the bottom of our pages.

"Thank you for entrusting your trades to our brokerage firm"

Otet Group LTD

Otet Group Ltd., registered under Registration Number 2023-00595 in Saint Lucia, is a financial brokerage company listed in the Registry of International Business Companies (IBC) under the jurisdiction of Saint Lucia. The company's registered address in Saint Lucia is No. 10 Manoel Street, Castries, Saint Lucia, Postal Code LC04 101. Additionally, the company's registered office address is No. 5, Becicka Plaza, Becici, Budva, Montenegro.