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## How do I contact customer support?

Melissa - 2024-01-15 - [Using the Support Portal](#)

When you need help, please create a support ticket

on <https://help.floathosting.com/new-ticket>

If your registered name and email address on Float Hosting or Float Funnels is different from the one you are using to contact us, please also include it in the form in the spaces provided so we can locate your account.

Please make sure you are registered on the support portal so you are able to follow up on the status of your tickets.

To register, visit the link below:

<https://help.floathosting.com/register>

Sometimes our customers miss our reply emails so it's always best to login and follow up on your tickets that way.

After you login, you can choose My Tickets from the top right corner to view your customer support tickets and follow up on them.