

Registration in the Zammad ticket system

As of 01.09.2023, Flexus Support tickets are only possible via the ticket system Zammad. Unfortunately, there is no possibility to transfer your user account from the previous Zendesk ticket system to Zammad.

Now you have 2 options:

1. Registration by mail to support@flexus.net

All you need to do is send a short e-mail to this address with the information that a new account is to be created. No ticket creation is necessary for this.

2. Write a ticket to support@flexus.net

If a new ticket is created via this e-mail address, a user account will be created automatically.

Registration in Zammad

You can access the Flexus ticket system Zammad via <https://support.flexus.net>. If you have already sent an e-mail to support@flexus.net, an account has been created under your e-mail address. You can now create a password for yourself via "Forgotten password".

