How to view and raise a support ticket on Totality Core
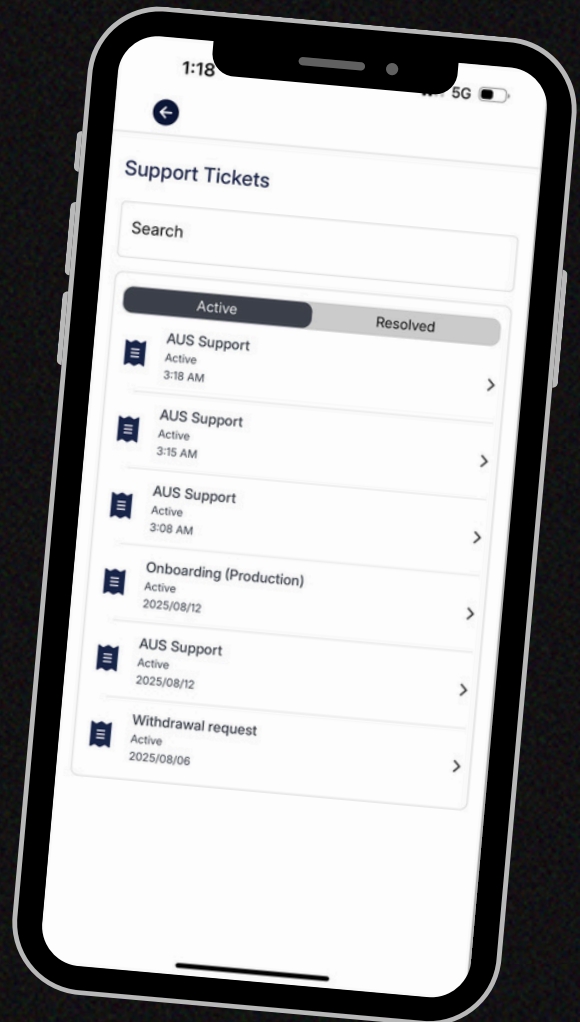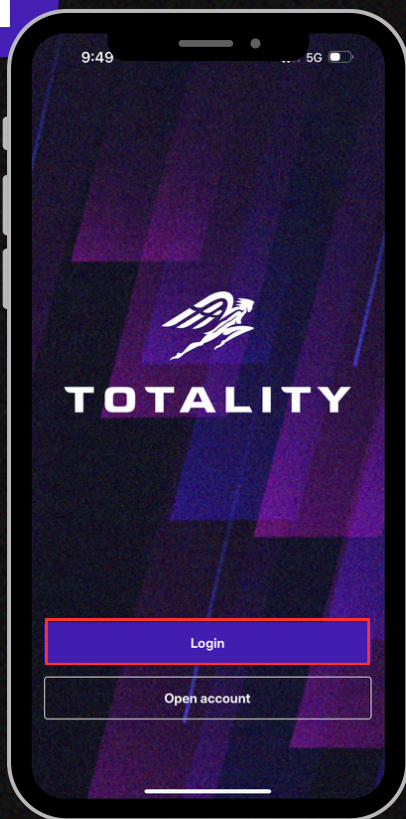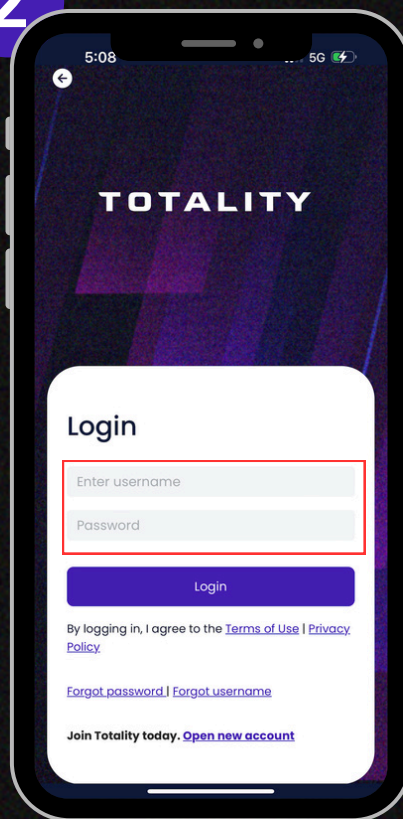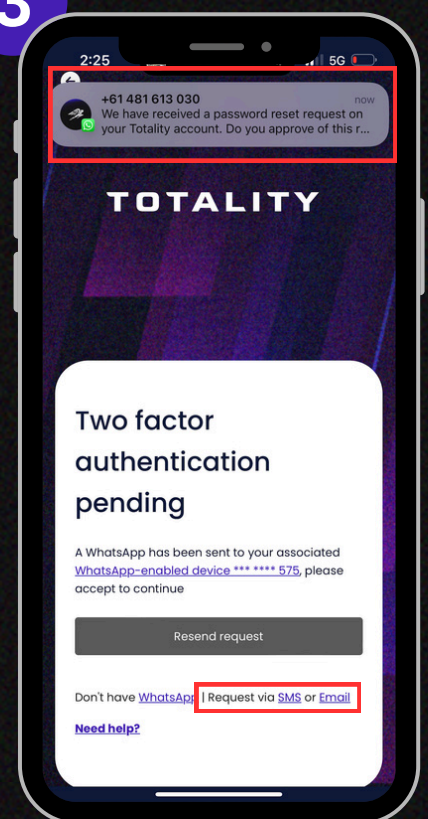
Walkthrough Guide

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Open the Totality Core mobile app and press 'Login'.
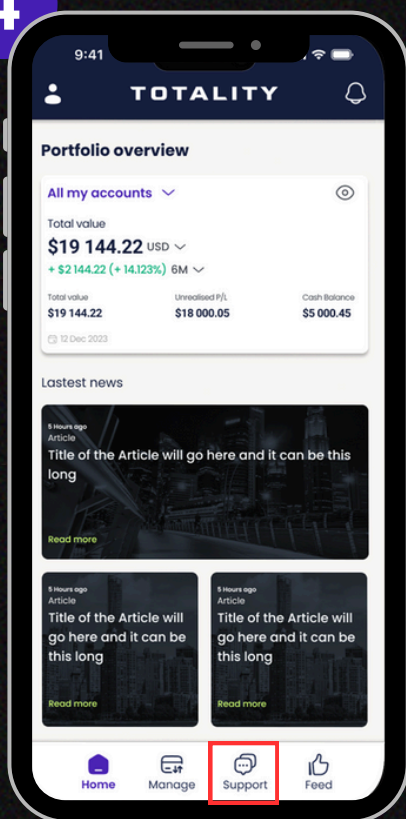
Enter your username and password.

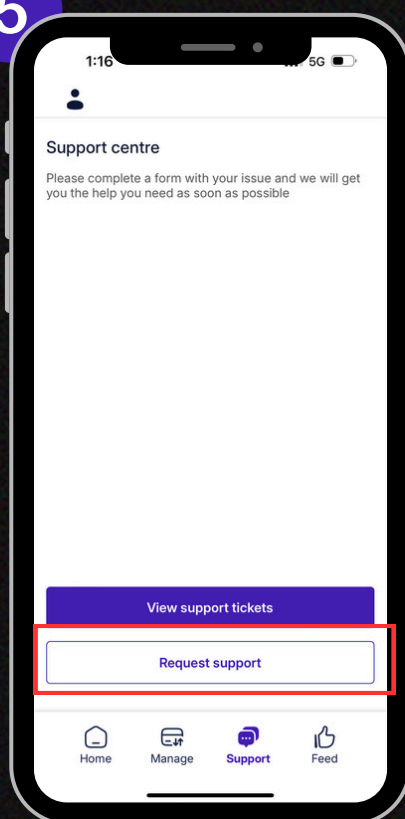If you have WhatsApp, please check your account and follow the approval prompt.

Alternatively, you can request an SMS or email to receive a 2FA code. Enter this code in the Totality app.
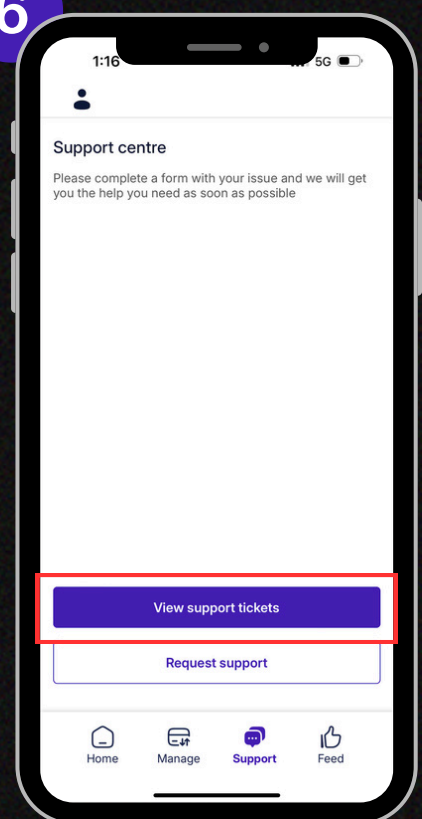
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Once logged in, tap the 'Support' icon.

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Then tap 'Request support' and follow the questionnaire prompts to submit your enquiry.

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To view active and past support tickets, please press 'View support tickets'

For questions or support, reach out to our client services team at help@totality.com.au or call us on +61 2 8267 9000