

# How to Submit a ticket on-line Lenovo Smartsupport

Open a browser to: <https://smartsupport.lenovo.com/us/en/>.

- a. >Type in SN at top bar and click Search

It will bring you to Product Home for the Smart Device

- b. > Left Column, at Bottom is: Contact Us (must scroll down)
- c. > Then select Submit a New Ticket.

Complete the detail (Problem Type / Country ) > NEXT

- d. Additional Info: Symptom / Client Ticket Ref # (optional) / Detailed Description of problem / Can also upload attachment (log files or screen shots are helpful) > NEXT
- e. Contact Details: Name / email / address / phone ... > NEXT
- f. Review Detail >> SUBMIT

Optionally, you can call:

**Phone Number**  
866-426-0255  
Smart

**Language**  
English

**Hours of operation**  
24 x 7

**Brand**  
PC Think Products,