



SUPPORT HELP DESK

 9.00 am - 9.00 pm (Daily)

Facing a problem?
Reach out to our
support team
anytime.

How to Submit a Support Ticket

How to Access the Support Page

Go to this URL: <https://firstonline.com.my/support>

OR

Visit the First Online website at <https://firstonline.com.my/>

Click the “**Support**” button in the header or the one located near the WhatsApp icon.

The screenshot displays the First Online website interface. At the top, a dark blue header contains the text "Reliable & Affordable Online Solution" on the left and "Mynic Domain Management +6010-3436677" on the right. A navigation menu in the center includes "Support", "Contact us", "Shopping Cart", and "Login". The "Support" button is highlighted with a red box. Below the header is the First Online logo and a secondary navigation menu with "Home", "Info", "Our Products", "Promotions & News", "Support & FAQ", "Contact Us", and a red "Reseller" button. The main content area features a large red banner with a yellow warning sign and the text "ALWAYS BE VIGILANT". Below this, a warning message states: "Beware of phishing attempts that use the First Online name. We do NOT send emails with links asking for login credentials. Always only enter your login credentials (Login ID or Password) in the official First Online website. Type the URL, do not use links from email or SMS." Below the banner is a search domain field with "www." and ".my" dropdowns, a "Search" button, and a WhatsApp icon. A red box highlights a "Support" button located near the WhatsApp icon. At the bottom, there are two red buttons: "MyBizCart" and "eHotel Software".

How to Log In or Create an Account

Log in with your registered email / username and password.

If this is your first time, click the '**Register**' button to create an account.

If you forgot your password, click '**Click here**' to reset it.

SUPPORT HELP DESK

Facing a problem?
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9.00 am - 9.00 pm (Daily)

Operating hours: 9.00am-9.00pm.
(technical team reponse time: within 2 hours)

Login

Email/Username *

Email

Password *

Enter Password

Login Register

- If you are a first-time user of the support ticket system, kindly click the 'Register' button below.
- If you are a returning user, you may login with your existing Email and password.
- Please note that the support ticket and billing account have different passwords.

Can't remember your password? [Click here](#) to reset it

Click here if you want to register

Click here if you forgot your password

How to Submit a New Ticket

Click “**Submit New Ticket**” to create a new ticket.

Submit New Ticket

Category
Select Category

Subject

Message

Attachment
Drag and drop files, or **Browse**

If developer@gmail.com unable to receive email, please enter your alternative email address here

How to Choose a Product Category

Choose the appropriate product category from the Category dropdown.

Submit New Ticket

Category

Select Category

Select Category

Web Hosting & Email

Domain

Billing

Server Hosting

SMS

MyBizCart ShoppingCart

eHotel System

Others

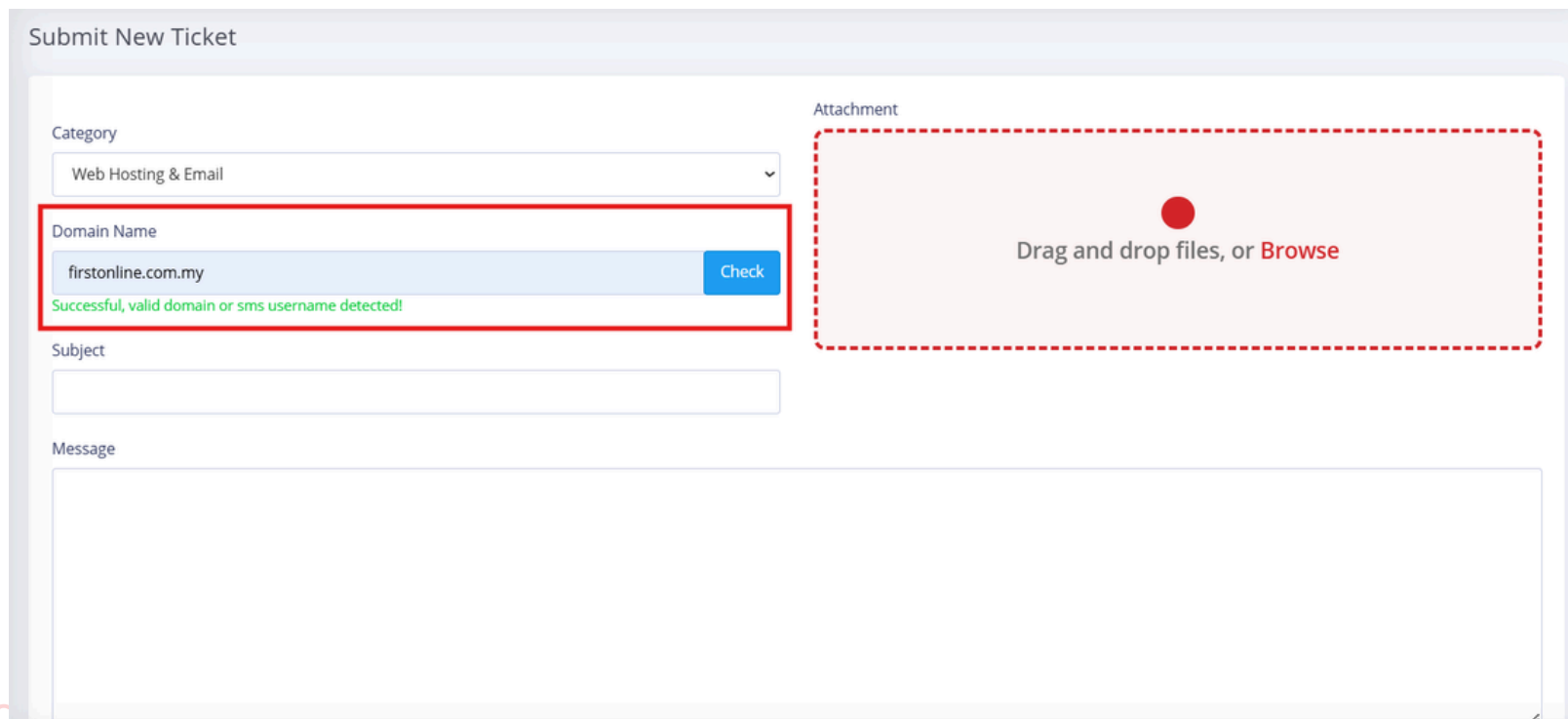
Attachment

Drag and drop files, or **Browse**

How to Validate Your Information

Enter the required information based on the selected category (Domain Name, SMS Username, or Server IP), then click “**Check**” to validate.

A success message will appear if the information is valid.



The screenshot shows a web form titled "Submit New Ticket". The form is divided into several sections:

- Category:** A dropdown menu with "Web Hosting & Email" selected.
- Domain Name:** A text input field containing "firstonline.com.my". A blue "Check" button is to the right of the field. Below the input, a green message reads "Successful, valid domain or sms username detected!". This section is highlighted with a red border.
- Attachment:** A dashed red box containing a red circle and the text "Drag and drop files, or Browse".
- Subject:** An empty text input field.
- Message:** A large empty text area for the ticket message.

How to Create and Submit a Ticket

Enter a subject, describe your issue, add attachments (optional), provide an alternative email if needed, then click “Submit” to create the ticket.

Submit New Ticket

Category
Web Hosting & Email

Domain Name
firstonline.com.my
Successful, valid domain or sms username detected!

Subject
Main title of your issue. Keep it short and specific.

Message
Explain the issue in detail, describe what is your issue

Attachment
Drag and drop files, or **Browse**
Attach file of screenshots related to your issue (if any).

If developer@gmail.com unable to receive email, please enter your alternative email address here
Enter a different email address to receive notifications about your ticket (if any).

How to View Tickets

Click **“Tickets”** to view your open and closed tickets.

The screenshot displays the 'Open Tickets' section of the FIRST online interface. On the left, a dark sidebar contains navigation links: My Profile, Submit New Ticket, Tickets (highlighted with a red box), Open Tickets, Closed Tickets, Announcements, Faq, User Guide, and Logout. The main content area is titled 'Open Tickets' and features three filter buttons: 'Create Ticket' (green), 'Open Tickets' (blue), and 'Closed Tickets' (red). A search bar and a 'Sort By' dropdown are also present. Below the filters is a table with the following data:

#	Date	Subject	Department	Ticket Number	Last Replier	Action
1	2026-05-28 16:29:58	Unable to Receive Em...	Web Hosting & Email	10228		

Below the table, there are status indicators for priority levels: Low (green bar), Medium (yellow bar), High (orange bar), and Urgent (red bar). Additionally, there are status icons for 'Waiting For Customer', 'Waiting For Admin', and 'Admin Follow Up'.

How to View Open Tickets

Click “**Open Ticket**” to view your list of open tickets.

The screenshot shows the 'Open Tickets' interface. On the left is a dark sidebar with navigation options: My Profile, Submit New Ticket, Tickets (with a right arrow), Open Tickets (highlighted with a red box and a green checkmark icon), Closed Tickets (with a red checkmark icon), Announcements, Faq, User Guide, and Logout. The main content area is titled 'Open Tickets' and features three buttons: 'Create Ticket' (green), 'Open Tickets' (blue), and 'Closed Tickets' (red). Below these buttons is a search bar and a 'Sort By' dropdown. The main area contains a table with the following data:

#	Date	Subject	Department	Ticket Number	Last Replier	Action
1	developer@gmail.com 2026-05-28 16:44:09	Website Down and Ema...	Web Hosting & Email	10235		
2	developer@gmail.com 2026-05-28 16:29:58	Unable to Receive Em...	Web Hosting & Email	10228		

Below the table is a legend for priority and status:

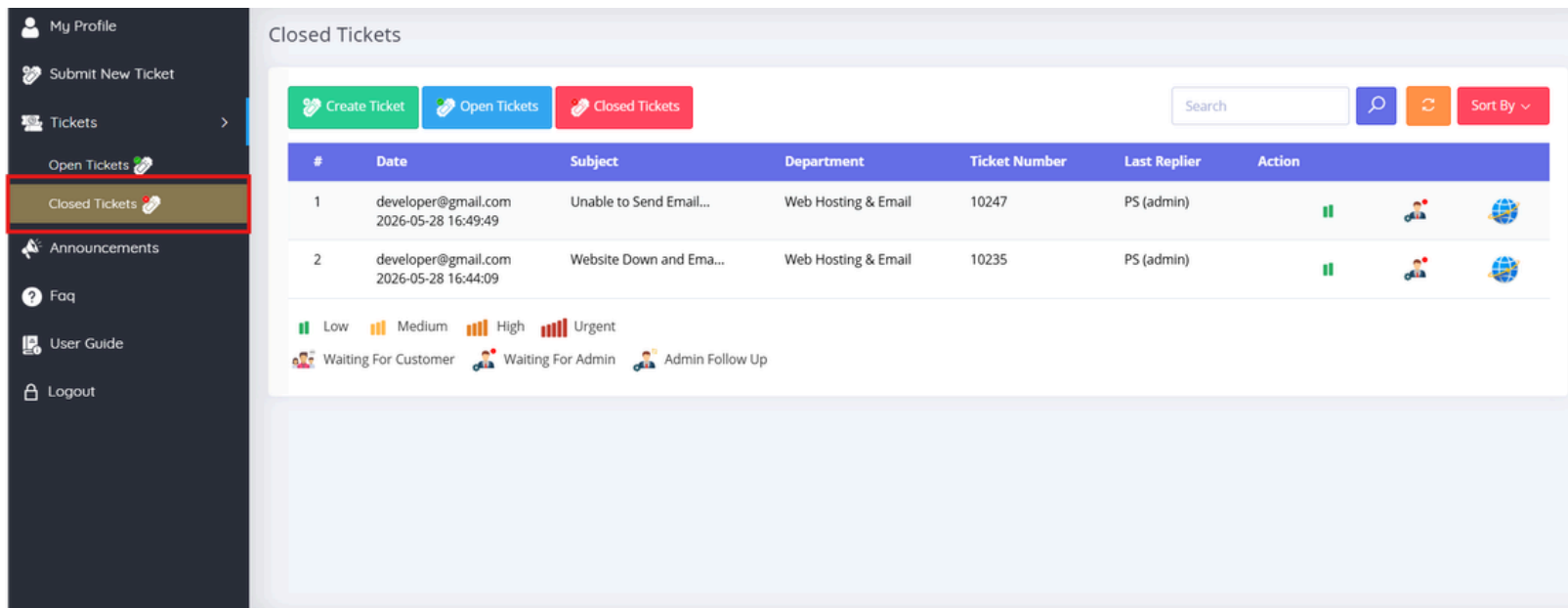
- Priority: Low (green bar), Medium (orange bar), High (yellow bar), Urgent (red bar). An arrow points to the text 'Level of priority'.
- Status: Waiting For Customer (person icon), Waiting For Admin (person icon), Admin Follow Up (person icon). An arrow points to the text 'Reply status based on color'.



You will receive an email notification when there is a response. You may reply directly via email or log in to the ticket system to respond.

How to View Closed Tickets

Click “**Closed Ticket**” to view your list of closed tickets.



My Profile
Submit New Ticket
Tickets
Open Tickets
Closed Tickets
Announcements
Faq
User Guide
Logout

Closed Tickets

Create Ticket Open Tickets Closed Tickets

Search

#	Date	Subject	Department	Ticket Number	Last Replier	Action
1	developer@gmail.com 2026-05-28 16:49:49	Unable to Send Email...	Web Hosting & Email	10247	PS (admin)	🧑🏻 🌐
2	developer@gmail.com 2026-05-28 16:44:09	Website Down and Ema...	Web Hosting & Email	10235	PS (admin)	🧑🏻 🌐

|| Low || Medium || High || Urgent

🧑🏻 Waiting For Customer 🧑🏻 Waiting For Admin 🧑🏻 Admin Follow Up

i You may reopen a closed ticket to add more information.

How to View and Reply to Tickets

Click the Date or Subject to view the technical team's reply and submit your reply.

Open Tickets

Create Ticket Open Tickets Closed Tickets

Search [] [] [] Sort By []

#	Date	Subject	Department	Ticket Number	Last Replier	Action
1	developer@gmail.com 2026-05-28 16:49:49	Unable to Send Email...	Web Hosting & Email	10247	PS (admin)	
2	developer@gmail.com 2026-05-28 16:29:58	Unable to Receive Em...	Web Hosting & Email	10228	PS (admin)	

Low Medium High Urgent

Waiting For Customer Waiting For Admin Admin Follow Up

How to View and Reply to the Technical Team

You can view and reply to the technical team on this page.

Unable to Receive Emails on Hosting Account

[Open Tickets](#) [Closed Tickets](#) [+ Create Ticket](#)

Ticket Id	10228	Replies	1
Submitted	2026-05-28 16:29:58	Last Reply	2026-05-28 17:03:57
Status	Progress	Last Replier	PS (admin)
Priority	Low	Department	Web Hosting & Email

Unable to Receive Emails on Hosting Account by developer@gmail.com

[Download Attachment](#) [Preview Attachment](#)

Hi Support Team, I am currently facing an issue with my web hosting email service. My email address (developer@gmail.com) is unable to receive any incoming emails. This issue started recently, and I have already tested sending emails from multiple accounts, but none are being delivered. Details: Domain: mydomain.com Email affected: info@mydomain.com Issue: Not receiving emails Error message: No bounce-back received Last working: 27 May 2026 Steps I have tried: Checked spam/junk folder Verified email account settings Tested with different senders Expected Result: Emails should be received normally in the inbox. Actual Result: No emails are received at all. Please assist in checking if there is any issue with the mail server or configuration. Thank you. Best regards, Developer

PS (admin)
28-05-2026, 05:03PM

Hi,

Thank you for contacting us.

We have checked your email account (info@mydomain.com) and identified that the issue was related to the mail server configuration. Our team has now made the necessary adjustments to ensure proper email delivery.

Kindly try sending a test email again and confirm if you are able to receive it. Additionally, we recommend clearing your mailbox cache or reloading your webmail to reflect the changes.

If the issue persists, please provide us with a sample sender email address and timestamp so we can further investigate.

We apologize for the inconvenience caused and appreciate your patience.
Best regards,
Support Team

[Download Attachment](#) [Preview Attachment](#)

Send A Reply

Attachment

Drag and drop files, or **Browse**

[Submit](#) [Back](#)

“Send A Reply” section is for you to respond to the technical team. If they request any information, you can reply there.

Attach any files if needed.

Click ‘Submit’ to send.

That's the end of the guide.
Thank you.