

Subject: Troubleshooting Support for [Portal Name] - Ticket #[Ticket Number]

Dear [User Name],

Thank you for contacting the [Company Name] Technical Support Team regarding the issues you are experiencing with our online portal.

We understand you are encountering [brief description of problem, e.g., login errors/page loading issues]. To resolve this, please attempt the following troubleshooting steps:

- Clear your browser's cache and cookies.
- Ensure your internet browser is updated to the latest version.
- Try accessing the portal using an Incognito or Private browsing window.
- Disable any active VPNs or browser extensions that may interfere with page scripts.

If the issue persists, please reply to this email with the following information:

- A screenshot of the error message.
- The name and version of the browser you are using.
- The device type (e.g., Windows PC, Mac, Android, iOS).

Our team is standing by to investigate further once this information is received.

Best regards,

[Your Name]
Technical Support Department
[Company Name]