

# Infinity-Box Online Service, Report a problem

## How to report a problem about failed or delayed job

1. Sign in to your Infinity Online Service account with your Username and Password
2. Go to "My Account" menu

#	Date	Credits	From/To	User Note	Note	input
0	2013-11-07 18:52:24	0	sys_sales		iPhone Network Operator, Simlock status check	012657007
1	2013-11-05 09:28:36	0	sys_sales		iPhone Network Operator, Simlock status check	013406006
2	2013-11-01 09:08:37	0	sys_sales		iPhone Network Operator, Simlock status check	012427007
3	2013-10-30 21:06:23	0	sys_sales		iPhone Network Operator, Simlock status check	013128007
4	2013-10-30 19:09:05	0	sys_sales		iPhone Network Operator, Simlock status check	012648007
5	2013-10-29 21:54:11	0	sys_sales		iPhone Network Operator, Simlock status check	012338007

3. Click to icon
4. Click to "Report a problem to Support"

Balance: 0    [My Account](#)    [Products](#)

**Message to Support:** [Report a problem to Support](#)

Transaction ID: -

Date: 2013-11-05 09:28:36

Number of Credits: 0

Credits from/to user: sys\_sales

Product: iPhone Network Operator, Simlock status check

Status: COMPLETED

Tag: 0134\*\*\*\*\*

Result: Locked;S/N:C\*\*\*\*\* iPhone 5;Repairs and Service Coverage:Coverage End 13

System Note:

**Private User Note:** [Add Note](#)

5. Write a short description of problem and click to "Send" button

Balance: 0    [My Account](#)    [Products](#)

Reference No: **642640** To: Support    Message:     [Send](#)

6. Information about your Order ID, Imei, Execution time etc. will be sent for supporters