

AI Fast Rendering — Support Tickets (English)

<https://www.fast-rendering.com>

Website: <https://www.fast-rendering.com>

For: Signed-in users (personal or enterprise) who need help from support

Typical use case: Submit a support ticket about billing, payment, generation, account, or other issues, then follow replies on the same page

Table of Contents

1. What Support Tickets Are For
2. Open the Support Page
3. Create a New Ticket
4. Ticket List & Status
5. View a Ticket and Reply
6. Refresh
7. Tips
8. FAQ

1. What Support Tickets Are For

Submit personal or enterprise support requests and keep the conversation in one place.

- Page title: Support tickets
- Path: <https://www.fast-rendering.com/support>
- Nav label: Support

2. Open the Support Page

1. Sign in to your account
2. Click Support in the top navigation
3. Or open <https://www.fast-rendering.com/support>

Both personal and enterprise accounts can use Support. Enterprise owners also see Enterprise and Members in the navigation.

3. Create a New Ticket

Use the New ticket form on the left (or top) of the page.

Issue scope (enterprise accounts)

If you are signed in as an enterprise owner, you may see Issue scope:

- Personal — the issue is about your personal usage
- Enterprise — the issue is about the enterprise workspace / team

Personal accounts usually do not show this field.

Category

Category	When to use
Billing	Invoice, credits balance, wallet, or plan questions
Payment	Checkout, payment failure, or charge issues
Generation	AI generation failures, unexpected results, or workflow issues
Account	Login, profile, or account-access problems
Member access	Subaccount / seat / member-permission issues (enterprise)
API or integration	API or third-party integration questions
Other	Anything that does not fit the categories above

Available categories may vary slightly by account type; choose the closest match.

Subject & Message

Field	Requirement
Subject	Required. At least 3 characters. Short summary of the issue.
Message	Required. At least 3 characters. Describe the problem, steps to reproduce, and any error text.

Submit

1. Select Issue scope (if shown) and Category
2. Enter Subject and Message
3. Click Submit ticket

After a successful submit, the ticket appears in the Tickets list.

4. Ticket List & Status

The Tickets list shows your past and current tickets. Each item typically shows status, category, subject, and created time.

Status	Meaning
Open	Waiting for support handling
Pending	Waiting for your response
Resolved	Support has marked the issue as resolved
Closed	Ticket is closed

Empty state: “No tickets yet.”

5. View a Ticket and Reply

- 1.Click a ticket in the list
- 2.Read the message thread (your messages and support replies)
- 3.If you need to add more information, type in Reply
- 4.Click Send reply

Reply text must be at least 3 characters. Before selecting a ticket, the panel may show: “Select a ticket to view messages.”

- Messages from you are labeled as You / user
- Messages from support are labeled as Admin / support

6. Refresh

Click Refresh to reload the ticket list and messages (useful after submitting or while waiting for a support reply).

7. Tips

- Include account email, approximate time of the issue, and screenshots described in text when possible
- For generation issues, include the generation time or what mode you used (Change Furniture / Material / Style / AI Expand)
- For payment issues, include the approximate payment time and amount (do not paste full card numbers)
- When status is Pending, reply promptly so support can continue

8. FAQ

Question	Answer
Submit ticket button does nothing / failed?	Check that Subject and Message each have at least 3 characters, then try again. Refresh if needed.
I don't see Issue scope?	It appears mainly for enterprise owners. Personal accounts usually only select Category.
Can I reopen a closed ticket?	Use Reply on an existing ticket if available, or create a new ticket referencing the old subject.
Difference from Appeals?	Appeals are for generation free-retry review. Support tickets are for general help across billing, account, and more.

Need More Help?

If you have any further questions or feedback regarding the platform, please feel free to contact us at:

✉ Email: system@engineeringstewards.com

Our support team will be happy to help!

AI Fast Rendering | 工單使用者手冊（繁體中文）

<https://www.fast-rendering.com>

官網：<https://www.fast-rendering.com>

適用對象：已登入用戶（個人或企業），需向客服求助時使用

典型場景：提交帳單、付款、生成、帳戶等問題工單，並在同一頁面跟進回覆

目錄

1. 工單是做什麼的
2. 進入工單頁面
3. 新增並提交工單
4. 工單列表與狀態
5. 查看工單並回覆
6. 刷新
7. 使用建議
8. 常見問題

1. 工單是做什麼的

提交個人或企業支援請求，並在同一頁面跟進回覆。

- 頁面標題：支援工單
- 路徑：<https://www.fast-rendering.com/support>
- 導覽名稱：工單

2. 進入工單頁面

1. 登入帳號
2. 點導覽列「工單」
3. 或開啟 <https://www.fast-rendering.com/support>

個人與企業帳號都可使用工單。企業主帳號導覽還會顯示「企業」「成員管理」。

3. 新增並提交工單

使用頁面上的「新增工單」表單。

問題歸屬（企業帳號）

若以企業主帳號登入，可能出現「問題歸屬」：

- 個人 — 問題與個人使用相關
- 企業 — 問題與企業工作區／團隊相關

個人帳號通常不會顯示此欄位。

分類

分類	適用情況
帳單	發票、Credits 餘額、錢包或方案相關
付款	結帳失敗、扣款或支付問題
生成	AI 生成失敗、結果異常或操作流程問題
帳戶	登入、個人資料或帳戶存取問題
成員存取	子帳號／席位／成員權限問題（企業）
API 或整合	API 或第三方整合相關
其他	無法歸入以上分類的問題

實際可選分類可能因帳號類型略有不同，請選最接近的一項。

主題與問題描述

欄位	要求
主題	必填，至少 3 個字。簡短概括問題。
問題描述	必填，至少 3 個字。說明問題、重現步驟與錯誤訊息。

提交

1. 選擇問題歸屬（若有）與分類
2. 輸入主題與問題描述
3. 點擊「提交工單」

提交成功後，工單會出現在「工單列表」。

4. 工單列表與狀態

「工單列表」顯示你的歷史與進行中工單，通常包含狀態、分類、主題與建立時間。

狀態	說明
待處理	等待客服處理
等待用戶	等待你補充資料或回覆
已解決	客服已標記為已解決
已關閉	工單已關閉

無資料時顯示：「還沒有工單。」

5. 查看工單並回覆

- 1.在列表點選一張工單
- 2.查看對話紀錄（你的訊息與客服回覆）
- 3.若需補充，在「回覆」欄輸入內容
- 4.點擊「發送回覆」

回覆內容至少 3 個字。尚未選擇工單時，可能顯示：「選擇一個工單查看訊息。」

- 你的訊息標示為「我」
- 客服訊息標示為「客服」

6. 刷新

點「刷新」可重新載入工單列表與訊息（提交後或等待客服回覆時很實用）。

7. 使用建議

- 盡量寫上帳號電郵、大概發生時間，並用文字描述畫面狀況
- 生成相關問題：附上大致生成時間與使用模式（改/換傢俬、換飾面、換風格、AI 渲染）
- 付款相關問題：附上大概付款時間與金額（請勿貼上完整卡號）
- 狀態為「等待用戶」時，請盡快回覆以便客服繼續處理

8. 常見問題

問題	解答
無法提交／提交失敗？	確認主題與問題描述各至少 3 個字後重

	試；必要時點刷新。
看不到「問題歸屬」？	主要出現在企業主帳號；個人帳號通常只需選分類。
已關閉的工單還能跟進嗎？	若仍可回覆請直接回覆；否則新建工單並提到舊主題。
工單和「申訴」有何不同？	申訴多用於生成圖免費重試審核；工單用於帳單、帳戶等一般支援。

需要更多協助？

如果您在操作過程中遇到任何其他問題，或有任何反饋，歡迎隨時聯絡我們：

✉ 電子郵件：system@engineeringstewards.com

我們的技術支援團隊將會竭誠為您服務！