


Shopify Support Chat Logged



Mohit (Shopify) <support@shopify.com> 

🕒 Tue, 10 Sep 2024 11:24:23 AM -0400

To "Jo-An Thomas" <jthomas@cmdigroup.com>

Hi **Jo-An**,

Your chat has been logged and can be referenced by the ticket number **50630414**.

To add further comments, just reply to this email and you'll hear from us soon!

Mohit (Shopify)

Sep 10, 2024, 11:24 EDT

Full chat transcript below. All timestamps in UTC timezone.

13:55 Jo An Thomas: DAY 7 waiting for Shopify to give me back access to my 2 accounts!

13:56 Anjali (Support Advisor): Hi, this is Anjali, your Shopify Support Advisor!

13:56 System: An advisor has joined the chat

13:56 Jo An Thomas: [Isabella Re Shopify Support Chat.pdf](#)

13:56 Jo An Thomas: Anjali here is yesterday's chat

13:57 Jo An Thomas: Can someone PLEASE get this fixed????

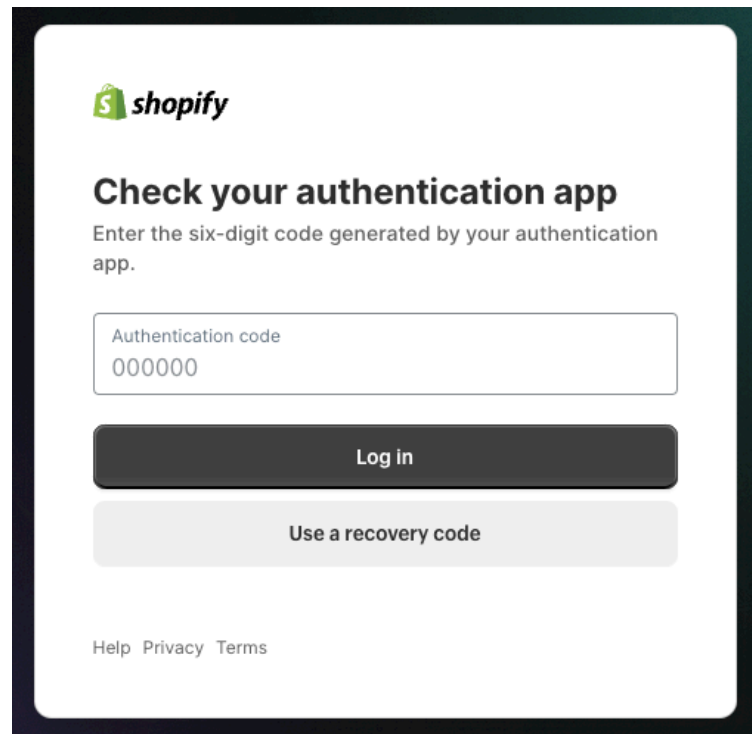
13:57 Anjali (Support Advisor): As I understand your concern which is related to account login. Right?

13:57 Anjali (Support Advisor): Thank you for sharing the previous ticket.

13:57 Anjali (Support Advisor): Please bear with me for a moment while I retrieve your store information.

13:57 Jo An Thomas: please read the attached pdf

14:02 Jo An Thomas:



14:02 Jo An Thomas: Can you tell me what and where is the auth. app? see attachment

14:05 Jo An Thomas: Hello are you there?

14:05 Anjali (Support Advisor): Yes, I am here.

14:05 Anjali (Support Advisor): The authentication app, also known as an authenticator app, is a tool used for two-step authentication to enhance the security of your Shopify account.

14:05 Anjali (Support Advisor): It generates time-based codes that you need to enter when logging in.

14:06 Jo An Thomas: Where is it found? how does one get this app?

14:06 Jo An Thomas: I am so FRUSTRATED 7 days and I still can't get into my accounts

14:08 Anjali (Support Advisor): I truly understand how frustrating this must be for you, especially after dealing with this issue for a week.

14:09 Jo An Thomas: it's been going on since Sept. 1st. so how the He** do I get into my accounts?

14:09 Anjali (Support Advisor): I wanted to let you know that I am reaching to the internal account team to know the status of your request from them. Please be with me.

14:09 Jo An Thomas: ok waiting.

14:09 Anjali (Support Advisor): Thank you for your kind understanding!

14:14 Anjali (Support Advisor): Thank you for your patience!

14:14 Anjali (Support Advisor): I've been in touch with our internal team, and they've confirmed that they received your documents for the removal of 2FA. They are currently addressing your request and are working diligently to resolve this issue promptly.

14:14 Anjali (Support Advisor): What best I can do here I am going and ahead and raising the priority for this so that the team gets back to you at the earliest.

14:15 Jo An Thomas: Please let the internal team know that they they are destroying your great brand in an attempt to make your numbers in the short-term with not responding to customers in a timely manner.

14:16 Jo An Thomas: I've been told this multiple times on multiple days... so WHEN are they going to do something - be specific please.

14:18 Anjali (Support Advisor): I completely understand your frustration, Jo-An, and I apologize for the repeated delays and the impact it has had on your experience with us.

14:18 Anjali (Support Advisor): I want to ensure we provide you with accurate information. I will personally follow up this and will keep you updated on the progress.

14:20 Jo An Thomas: That's what Isabella said yesterday. I'm so enraged about this lack of responsibility on the part of Shopify that I'm so tempted to contact my folks at the hedge funds to let them know what is going on with Shopify operations and management.

14:24 Anjali (Support Advisor): I truly apologize for the ongoing frustration and the impact it has had on your trust in Shopify. I assure you that your situation is being treated with urgency and seriousness it deserves.

14:28 Anjali (Support Advisor): I hope we are still connected on chat?

14:28 Jo An Thomas: I understand that you are directed to say these nice things, but the reality is that for 10 DAYS I have not been able to do business because of Shopify's shameful failure to deliver real customer service instead of playing the empathy scenarios that are given to you and your front-line colleagues at Shopify.

14:29 Jo An Thomas: Action and follow through is what is called for.

14:35 Anjali (Support Advisor): Please allow me a moment here.

14:36 Jo An Thomas: waiting

14:45 System: Agent was disconnected

14:45 Mohit G (Support Advisor): Thanks for reaching out to Shopify Support. My name is Mohit, happy to help you today.

14:45 System: An advisor has joined the chat

14:45 Jo An Thomas: Are you kidding? What happened to Anjali?

14:46 Mohit G (Support Advisor): Hi, Jo-An, it seems the chat got disconnected due to network issue. Please provide me some moments to go through the conversation you had with our previous Agent name Anjali.

14:47 Jo An Thomas: [Isabella Re Shopify Support Chat.pdf](#)

14:47 Jo An Thomas: read the attached.

14:50 Mohit G (Support Advisor): Thank you for providing the transcript screenshot and I do see that you are facing issues with the account access, and I was reviewing the ticket that was sent by our team for the document submission on last Thursday, and we received your documents on Friday on disabling the 2FA to get you access to your store.

14:51 Mohit G (Support Advisor): I am going to contact to our Account team here real quick to get the updates on your case right away.

14:53 Jo An Thomas: The request for my photo ID was sent THU SEP 5 9:23 PM. Shopify acknowledged receipt FRI SEP 6 12:12 PM.

14:54 Jo An Thomas: Why is it that a Shopify store owner has to try to contact the company via these texts daily with no resolution to the lock out of my two stores?

14:57 Mohit G (Support Advisor): I can understand your concern and being at your place I can feel that how important is for you to access the store to keep your store up and running. Since this account login process reset are quite important and could take some additional time upon full verification of the documents.

I have contacted our team here and the reason here for the delay is as our team is currently handling a high volume of requests. They assure me that the case is being addressed and in order to check the status of the ticket, it can be tracked through the secure link provided during the document submission email. I really appreciate your cooperation here.

15:01 Mohit G (Support Advisor): Just checking, are we still connected, ? Please note that the chat will automatically close, if it is unattended for too long, and I do not want us to get disconnected.

15:02 Jo An Thomas: What are you talking about??
There is NO way to track the status as there is NO link in the email. see attached. AND the link does not work since I cannot access the accounts.

15:02 Jo An Thomas:

Reminder ✓ Add task ▾ Permalink Snooze

Thank you for contacting Shopify

FRI SEP 6 2:02 PM • INBOX

Jo-An Thomas

Hi **Jo-An**,

Thanks for contacting Shopify Support!

A support ticket has not been created.

We are changing how we best support you. As part of these changes, support@shopify.com no longer accepts incoming messages, this includes when you reply to a support ticket after it has been closed.

Our [Help Center](#) is the best source on everything Shopify and the fastest way to get help from our Support Team. There you can continue your conversation by [opening a new ticket](#) in a number of channels.

We've been working hard to improve how you get help from Shopify Support. By contacting us via the Shopify Help Center, you have access to suggested resources as well as a number of time-saving steps like pre-authentication that will allow us to tailor your support experience.

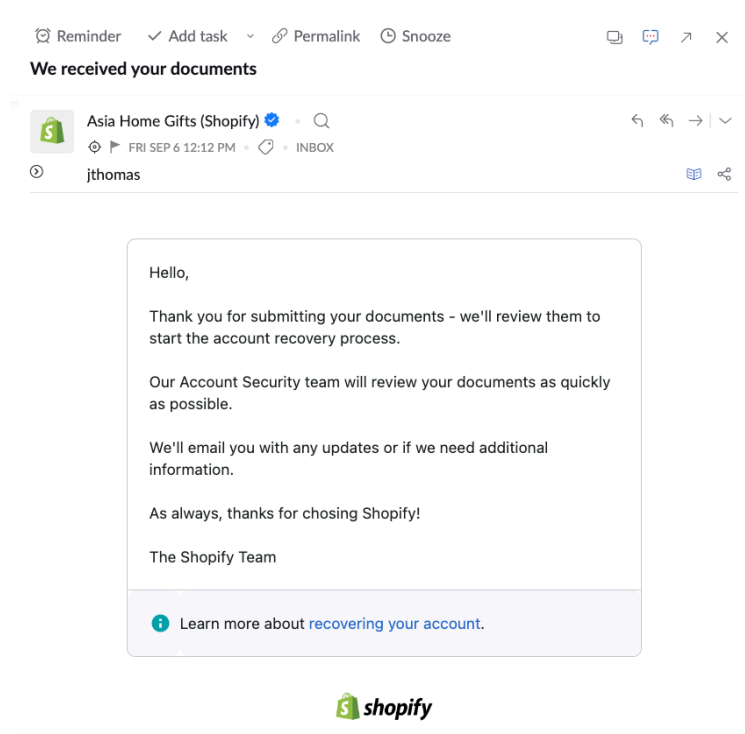
Trouble logging in or authenticating for your store

Please first try resetting your password. Follow this [step by step guide](#) or get help from our Support Team.

We look forward to hearing from you!

15:03 Jo An Thomas: here is the only email I received regarding the Id being sent ... no follow up from Shopify

15:04 Jo An Thomas:



15:04 Jo An Thomas: This. is the previous email - Note there is NO link to check the status nor is there a ticket number

15:05 Mohit G (Support Advisor): I see Jo-An, Thank you for sharing the screenshot. I will let our team know, and they will send out the email regarding the updates on the ticket for you.

15:06 Jo An Thomas: Please be sure I receive the ticket number as well. When will I receive this email from them?

15:07 Mohit G (Support Advisor): Generally they haven't provided me the exact time frame but I have left the notes on the ticket for you to get it addressed as quickly as possible. :)

15:08 Jo An Thomas: Do you not have a direct way to speak with these fellow Shopify employees???

15:09 Mohit G (Support Advisor): Jo-An I really wish I could contact them directly via phone as of now I could only leave them the email and notes on your case. Leaving the notes, do create an impact on the process though to get addressed as urgent.

15:10 Jo An Thomas: So encouraging! it's been urgent for DAYS now.

15:14 Mohit G (Support Advisor): I do understand it as they are currently managing a high volume of requests, resulting in longer wait times than usual. However, they have assured me that they are addressing all open requests as quickly as they can.

15:15 Jo An Thomas: So another day goes by without any resolution and my stores are still not accessible to me to do business. Great!

15:16 Mohit G (Support Advisor): I know this is something you were not expecting. I really have left some urgency notes here for you. so please keep an eye on your email from our team for further updates!

15:17 Jo An Thomas: By the way Mohit where are you physically located?

15:17 Mohit G (Support Advisor): We are located in Canada.

15:17 Jo An Thomas: Where in Canada please?

15:18 Jo An Thomas: Is this YOUR location? or are you a remote employee?

15:18 Mohit G (Support Advisor): We are located in Niagara Falls region.

15:18 Mohit G (Support Advisor): We are working right from the office.

15:19 Jo An Thomas: So if you are there why can't you call any of the other employees?

15:20 Mohit G (Support Advisor): The Account Verification team is not on our floor, and they are dedicated ways to reach out to them, we can't physically let them know to address the particular issue, only way or process is through email.

15:21 Jo An Thomas: Ok I understand corporate management has dictated these policies. Thanks

15:22 Mohit G (Support Advisor): I really appreciate for your understanding.

Thanks for reaching out today! You will receive the chat transcript along with a brief survey once our chat ends. If you have any other questions or concerns, feel free to reply to that email to get to me directly. If you've got more urgent concerns, please reach out on our live chats via the [help center](#). Take care, and have a great rest of your day! :)

15:23 Jo An Thomas: you as well enjoy your day

15:24 System: Chat ended by advisor

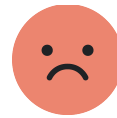
If you have a minute, tell us about your support experience.



[Great](#)



[OK](#)



[Poor](#)



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