System Source
<Client Name>'s How to Open a Ticket with Support
8/19/2019

We have engaged System Source to provide IT support for <Client Name>. You should think of System Source as our IT department.

These services include a Help Desk for IT requests. You can now place support requests from your workstation! Software has been installed on your workstations allowing System Source to triage issues remotely and decide whether the problem can be solved remotely or an engineer needs to be dispatched. Each ticket will be handled based on its priority.

The Help Desk hours are 8 - 6, Monday through Friday, Eastern Time. We are closed on New Years, Memorial Day, July 4th, Labor Day, Thanksgiving and following Friday and Christmas.

Highly trained help desk engineers can assist with IT questions. Support requests may be entered by:

- Clicking on the "life ring" icon in the task bar of your desktop
- Calling 410-891-1711 for help with the "life ring" or if your system is not available

Support requests are acknowledged immediately via email with a ticket reference number and service level agreement.
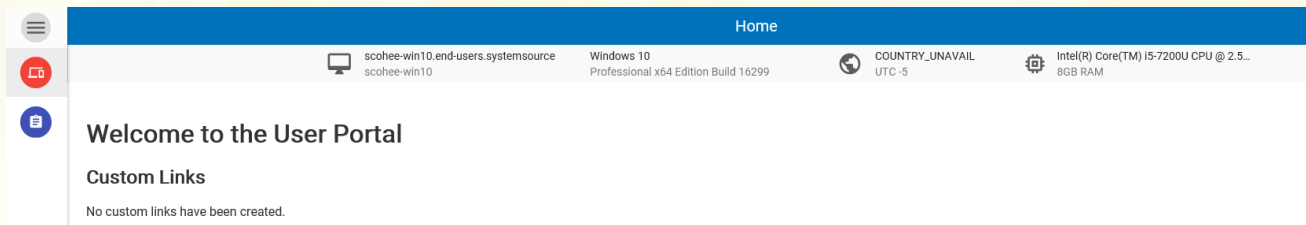
Below are instructions for how to submit a help desk support request.

Procedure for Opening a Help Desk Ticket

Step 1: Double click on the Life Ring icon on your task bar (near the clock)

Your browser will display the ticketing system.

	Home			
scohee-win10.end-users.systemsource scohee-win10	Windows 10 Professional x64 Edition Build 16299	COUNTRY_UNAVAIL UTC -5	Intel(R) Core(TM) i5-7200U CPU @ 2.5... 8GB RAM	

Welcome to the User Portal

Custom Links

No custom links have been created.

Step 2: Update your contact information.
Adding your contact information ensures that all future tickets contain your name, email address and phone number. You will only need to update this information once.

Click the Account icon in the upper right corner
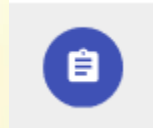
Update Contact Information

Contact Name

Contact Email

Phone Number

UPDATE

Step 3: Click the "Ticketing" icon on the left

Step 4: Fill out ticket

Create/Edit Ticket

Ticket ID: [   ] ➡️Associate ticket with: scohee-win10.end-users.systemsource

Summary: [   ]

Submitter Information

Name:	Your name
Email:	Youremailaddress@company.com
Phone:	your phone number

Date Created:
Age:
Date Due: 2:39:11 pm 10-Jan-20

Update

Assignee: < unassigned > ▼
Category: unassigned ▼
Status: Submitted ▼
Priority: Priority 3 - Single user partially ▼
Billable: Unassigned ▼

⊟ **Enter new note**

[   ]

Note Size

[Submit]

[Browse...] Click to **attach file** (such as screen shots of problem).

Time/Admin   **Note**

- Summary: A description of your problem or request. Examples include "My internet connection is running slow" or "I need to have Microsoft Project installed on my computer"
- Submitter Information: Enter your name, email address, and phone number
- Select the priority level for your issue using this guide:

  Priority 1: Multiple users down. (Response time: ½ hour)
  Assigned to ANY internal system that is DOWN (unusable) and involves MULTIPLE users. (i.e. – server crash, internet connection down, restore of critical files needed)

  Priority 2: Single user completely down (Response time: 2 business hours)
  Assigned to ANY end user workstation or peripheral that is DOWN (unusable) with no work around available and involves only 1 user (i.e. - forgotten password, unable to connect to the network, crashed hard disk).

Priority 3: Single user partially down (Response time: 4 business hours)
For any end user workstation or peripheral not down or where user is able to work around problem temporarily and involves only one user. (e.g. - unable to use an application, not able to print to a particular network printer, etc....). Inability to access an application critical to your work function (i.e. - accounting is unable to print checks) should be Priority 2.

Priority 4: General request - non-critical (Response time: 8 business hours)
For end users requesting a project. Managed services will assign priority based on user's needs. (i.e. - new hires, server build, cubicle location moves, new applications installation). System Source will seek approval from the primary contact for new hardware or software.

- Note: Enter any additional detail.
- Attachments: A document to illustrate your problem. Select "choose file" to find your file.

Step 4: Click "Submit" to send request.

On-Site Support

Remote helpdesk is a very efficient support method. Should the issue require on-site attention, System Source will dispatch the appropriate engineer.