

# ITECH


## SOLUTIONS

### IT Helpdesk Procedures



## 1. Creating a Ticket to Submit a Service Request

### IT Helpdesk Website:

For the most efficient method of requesting services go to <http://helpdesk.itech-solutions.com> or in the lower right corner - right click your  icon and click on the **ITECH Solutions Help Desk** option.

**PLEASE NOTE:** Using a priority of "Emergency" may incur an emergency fee.

### IT Helpdesk Phone:

If your internet is not working you can call the helpdesk at 805.457.0304 to submit a service request. If you reach our Helpdesk voicemail system please use the below tips to leave an effective voicemail:

1. How many users are affected?
2. Indicate if the problem is an emergency, or what type of response time frame is acceptable.
3. Explain details about the issue including the name of the technician you normally work with.

### Website Support Requests:

If you have a service request for your website please contact our Web Department directly using [support@itech-solutions.com](mailto:support@itech-solutions.com) or 805.457.0305

## 2. Managing and Updating your Ticket

### Updating by Email:

You will receive regular email notifications about any changes to your ticket. You can reply to any of these email notifications to add a new note or ask a question.

**PLEASE NOTE:** Do not reply to a ticket notification with another (separate) service request. See above "Submitting a Service Request" section for creating a ticket about a new or separate service request.

### Updating by Phone:

If your email is not working you can call the helpdesk at 805.457.0304 to communicate an update or question about your ticket.