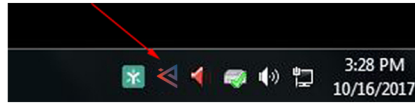


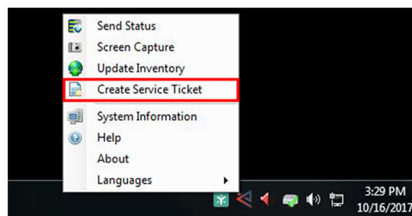
SUPPORT TICKET SUBMISSION

HOW TO SEND A SUPPORT TICKET

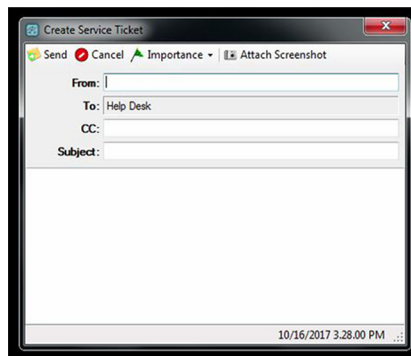
1. After the support client has been installed, you will see a blue circuit board icon in the toolbar next to where the time is shown. To send a support ticket, **click on the icon.**



2. Clicking on the icon will trigger a pop up menu with multiple options. To send a support ticket, select **Create Service Ticket.**



3. A dialog box will open. The “to” and “from” email fields will be filled out automatically. **Fill in the subject with a summary of the issues you are experiencing.** In the body of the email, **describe the issues or errors in detail** and add screenshots if necessary by selecting “Attach Screenshot” that snaps a picture of your current screen.



4. Once complete, click **Send**. You will receive a confirmation email and your ticket will be handled as quickly as possible.

CONTACT US



If you do not have internet access or encounter an error submitting a ticket, please call us directly to resolve the issue. Tickets are handled as they are received or as stated in your contract. Please allow adequate time for the issue to be addressed.

385.429.9190
help@executech.com

1314 W 11400 S
South Jordan, UT 84095