

Thank you for choosing Soteria!

We are rolling out a new way to submit Support Tickets, and we think you're going to love it as much as we do!

As you probably know, in order to provide you with your HelpDesk Support, we use tickets that you submit as a request for assistance. These tickets are incredibly important so that we can track all service requests and their resolutions. Without them, we would be lost in a sea of emails... Not a great situation for any of us!

We are changing one of the ways many of you use to submit support tickets. This new Desktop HelpDesk Icon is replacing the old icon that was in your system tray.

The new one is much more functional, easy to use, and will make ticketing a better experience for everyone. We will be rolling out the new system throughout the month of April. If you do not see the new icons by the end of the month, please let us know.

Here are the four different ways you can submit a ticket to request assistance. Keep reading for a detailed explanation of the New HelpDesk Icon and how to use it:

1. Submit a ticket through our New HelpDesk Desktop Icon
2. Use the Online Partner Portal for assistance
3. Email your request for assistance
4. Call for assistance

For most assistance requests, using the New HelpDesk Icon helps us help you in the fastest, most efficient way possible - so your tech gets fixed, faster!

It may seem counter-intuitive, but calling is actually the slowest way for you to get the assistance that you need. While you are ALWAYS welcome to call, it is usually best to reserve that method for emergencies or follow-up calls. For the quickest results, please try to use one of the other three methods if possible.

Read on to learn how to use the New HelpDesk Icon...

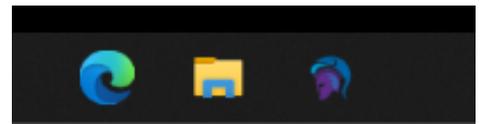
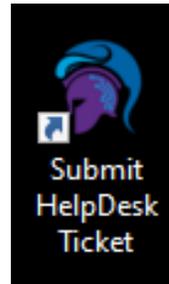
How to use the New Icon:

The best way to request service – Submit a support request from the HelpDesk Desktop Icon

Why is this the best way? Well, this puts information about your computer and the nature and scope of the issue into the ticket for us, which makes it so much easier for us to assist you, diagnose, and fix the issue. Otherwise, things get delayed while we try to find out which computer you are using, and all that other information in order to be able to offer assistance.

Here's how to begin using the HelpDesk Icon:

You will have two icons available to you, one on your desktop, and one on your taskbar.



Desktop, left, and Taskbar, above

You can double click the one on your desktop, or single click the one on your taskbar.

Either one will start running a quick scan, which will collect diagnostic data that will assist us in rapidly troubleshooting your issue.



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You will then be asked to identify yourself. Please be sure to carefully check your email address!

Click **Describe Issue** to bring up the next screen, where you can tell us about what is going on.

Please be as detailed as possible when describing your issue, and select the appropriate checkboxes to let us know if:

- It is new, recurring, or on a different machine
- How best to contact you (remote, call, or email)
- If only you, others, or everyone is affected.

Click **Review Submission** to move to the next screen, where you can check your information before submitting.

Review your submission carefully to make sure it is accurate. If not, you can start over (red arrow). Please make sure you aren't submitting sensitive data in your screenshot, and check the Protected Information checkbox (green arrow) to verify.

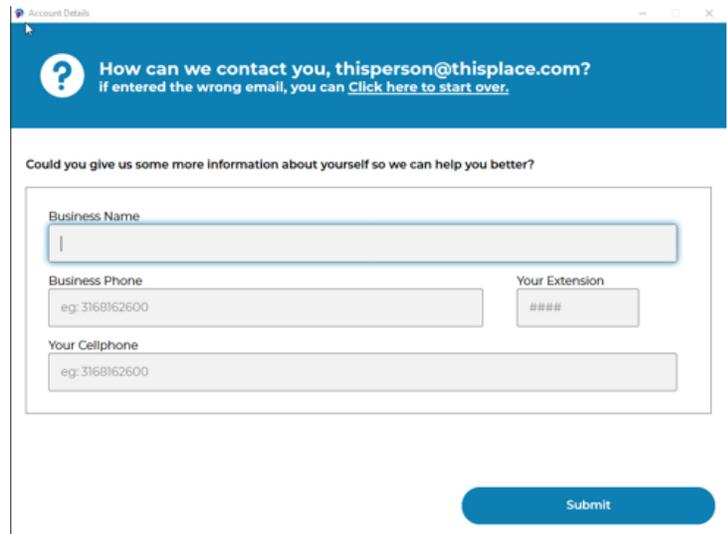
Then click **Submit** to submit your Ticket!

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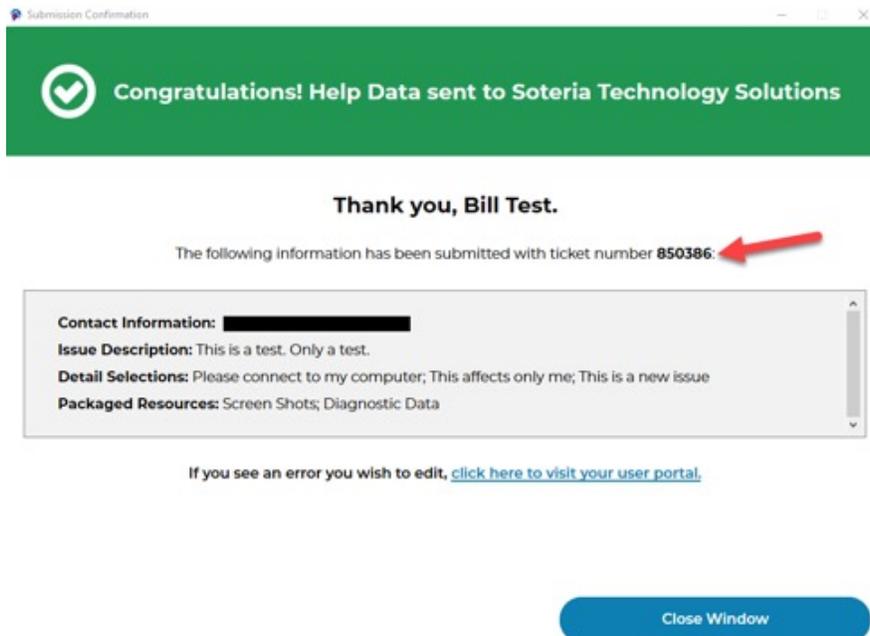
If you have never submitted a ticket with us before, and it cannot find you in our system, it will ask you to state your company name and phone number.

You do not need to enter your cell phone, but the business name and business phone are necessary.

Click **Submit**, and you're done!



The system will generate a ticket for our techs, and you will get a response back with a ticket number (red arrow) that you can reference should you need to contact us about it in the future.



Once your ticket is in, that's all you need to do!
One of our techs will be with you shortly.