

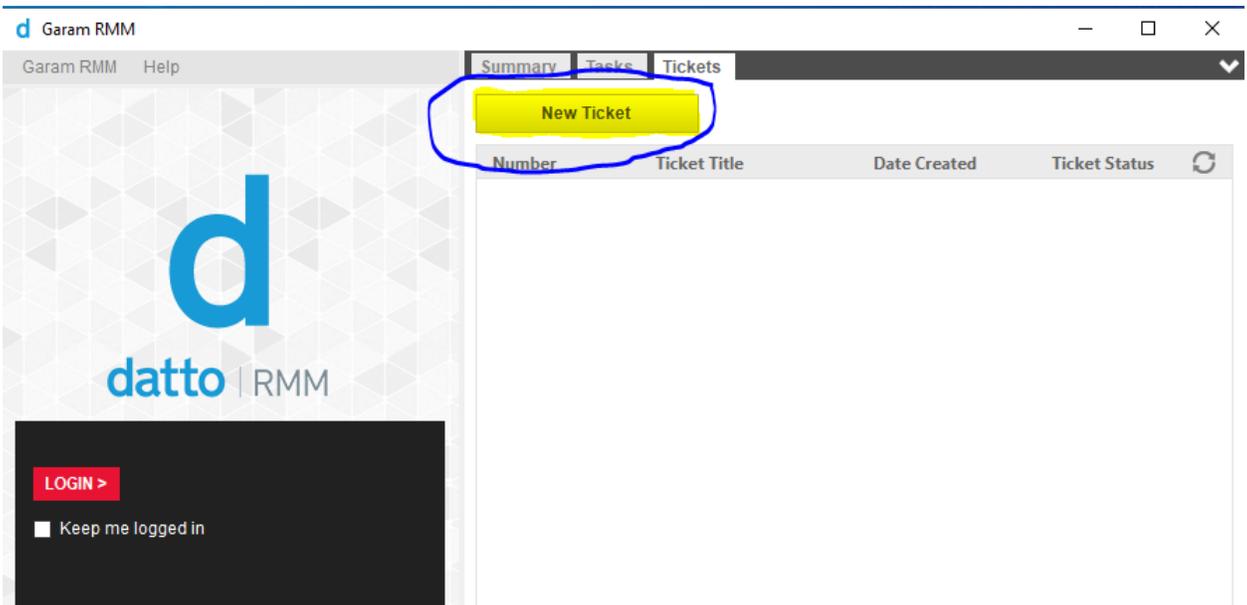
How To Submit a Help Desk Ticket To The Garam Group

If you have a computer or phone issue it is best to submit a ticket to the Garam Group Help desk asap so we can address the issue in a timely manner and resolve your problem. You can create a ticket with a few clicks by following the steps below:

1. Minimize any programs or windows you have open so you can see your Windows Desktop. You will see an icon labeled **Create a new Support Ticket** that looks like the image below



2. Double click on the icon to open the support window as seen below and click on the **TICKETS** tab. You can ignore the login box on the left and instead just click the **NEW TICKET** button as shown below.



3. In the dialog box that appears (see below) enter a **Summary of the issue/Title** in the top box and then type in a detailed description in the **Tell us about the issue** box. Please try to make the description as details as possible.

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d Support Request



Garam Support

Summary of the issue *

Tell us about the issue *

How urgent is your request?

Not urgent Normal Urgent

Who is impacted?

Only me Don't know Others Company

Your name *

Your email (Optional)

Your phone number *

Screenshot (Optional)

Choose File

Maximum of 3 images allowed (Max 5 MB per file)

Submit

If this is a phone problem be sure to include the time the issue occurred and the number that you called or that called you. For example: *“When receiving a call from a customer at number 315-437-5868 at 11:15 AM it was hard to hear the person calling me and several times the call was garbled”.*

The more details you can provide the easier it will be for us to help solve the problem for you.

Use the slider to tell us how urgent your request is and who is impacted (yourself, others, or the whole company). Then enter your name and the optional Email and Phone Number. If you were able to capture any screenshots of the error message or

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problems on your screen you can click the **CHOOSE FILE** button to attached them before submitting the ticket.

After you have completed the information, click the **SUBMIT** button at the bottom and the box will submit the ticket and close the box.

4. To confirm your ticket was submitted successfully click the REFRESH button in the upper right corner of the screen and you should see the ticket number, title, and date the ticket was created appear.



The screenshot shows a web interface with three tabs: Summary, Tasks, and Tickets. The Tickets tab is active. Below the tabs is a 'New Ticket' button. A table displays one ticket entry. To the right of the table is a refresh button, which is a yellow square with a circular arrow, circled in blue.

Number	Ticket Title	Date Created	Ticket Status
T20200730.0077	Outlook Keeps Crashing	7/30/2020	New

Someone from the Garam Group will call you to get any additional details they need or to schedule a time to be able to connect to your computer to work on the issue.