

We have four methods that users can enter tickets. They are listed in priority order if you were to have a major system outage. Each method is outlined below as well as the steps on how service is to be handled. If at anytime there are any questions or “tweaks” to the process that need to be made. We can do that. Please reach out if you have any questions to your Account Manager or the Help Desk Supervisor listed on your contact sheet.

- **Support Icon**  - If you are on a Managed Services Plan, there is an icon down by the time in the bottom right hand corner of your screen. You may have to click on the ^ near the time to expand the view of the icons to see it. The icon will look like our logo, the orange square. Once you double click on the icon a window will pop up and one of the tabs at the top of the screen is “tickets”. There you can see all tickets relating to the computer you are on. You can create a new ticket by clicking the “new ticket” button. Enter a subject and body of the message. Be sure to include your name and phone number in the body of the ticket.
- **Email** - You can email your support needs to helpdesk@heidentech.com. Once the email is received by our system a ticket is created and a confirmation email is sent to you. Each time work is performed on your ticket you will receive an email letting you know of the status change or comment added to the ticket.
- **Web Portal** - you can access the web portal at heidentech.ITclientportal.com. Prior to accessing the portal you will need a login. You can contact the help desk and they will create you a web portal login. Once you can login to the site you will see all tickets that you have created/need assistance on. You can check the status of a ticket, add comments or notes, and change the status of a ticket.
- **Phone** - At anytime a user can contact the help desk and have a ticket put it and work performed at the time of the call. If the issue cannot be resolved by the support desk technician. The help desk technician will escalate the ticket to the appropriate resource. A ticket is always created and emailed to the user. The ticket is updated with information as the technicians work on the issue and sends an email with the updates to the user. We encourage users to contact via phone for any type of “escalated issue” where there is an outage or complete work stoppage. Please contact the help desk via phone if you need help outside of business hours (7am to 6pm) Monday through Friday.