

How to Get Support Quick Start Guide (3 Options available!)

Your Customer Care Team of qualified IT Support Specialists are at your service 24/7/365. We look forward to making sure your systems are operational, and any issues are addressed and resolved in a timely manner. To better meet your needs, we now offer **THREE** options for submitting support requests.

Need to order additional equipment or software? These same three options should be used when requesting equipment or software. Once the ticket is created, a staff member will review the request and route it appropriately.

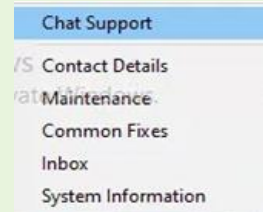
Option #1: Help Desk Chat (Issue needs to be addressed ASAP)

1.

Launch Help Desk Chat Application

Right-click the **ACTS360 Communicator** shortcut in the system tray (near clock on bottom right screen). It will look like the Acts Logo. Choose Chat Support in the resulting panel.

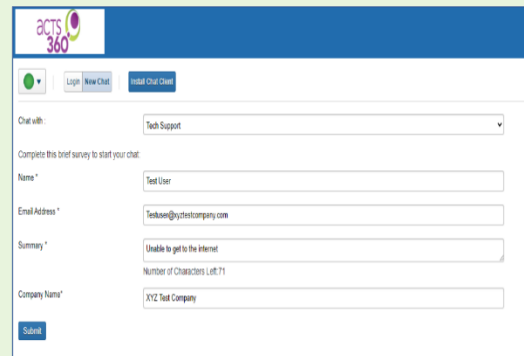
Icon is the Acts Logo:



2.

Complete Form to Initiate Chat

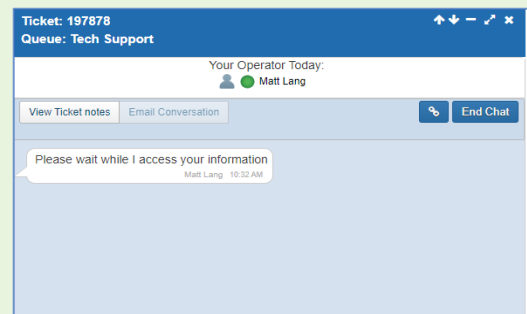
Enter your contact information and a brief description of the issue or request. Then click **Initiate Chat** to open a chat window.



3.

Start Live Chat!

Begin typing to start your conversation with our Help Desk technician.



Option #2: Help Desk Direct Call - Dial Direct: 813-657-0849

- **During Regular Business Hours (8:00 AM EST – 5:00 PM EST)**

Our Technical Support Team is available during regular business hours. Any calls during this time will enter our technical support queue and will be answered by a dispatcher in the order the call was received. If our dispatcher is on the phone with other partners, you will have the option of remaining in the queue for the next available team member. Because we know your time is valuable, if after a period of time a technical specialist does not pick up, you will have the opportunity to leave a voice mail – please leave a message with your name, company name, phone number, and a description of the issue you are having. A ticket will be created from that message, assigned, and worked as soon as a technical specialist is available.

- **Outside of Regular Business Hours**

Our after-hours recording will give callers the option to leave a message in our **emergency voice mailbox**. Please leave a message, and an automated alert will notify our On-Call Technician. Be advised that work done outside of regular business hours may incur a Time & Materials charge if the work requested falls outside the scope of the signed contract. Partners with the Extended Support Add-On are exempt in accordance with the terms of the contract. Voicemails left for non-emergencies will be addressed the following business day.

Option #3: For Non-Emergencies

- Email the Help Desk at help@acts360.com

- Emails sent to **help@acts360.com** from a company email address will automatically generate a Service Ticket, and you should receive an automated response acknowledging receipt of your email with a unique ticket number. The ticket automatically enters our support queue and will be assigned to the next available technician. It is important that you include the **computer name** (or Service Tag) and a **description** of the issue for faster diagnosis.
- Future notifications and communication from the technical specialist working the ticket will come from **help@acts360.com** with the ticket number in the subject line. Please always respond by clicking “Reply”, and your response will automatically enter the appropriate ticket.
- Please remember that if you are sending an email to **help@acts360.com** regarding an **existing** ticket, the subject line **must** have the ticket number or else it will generate a new ticket, which could slow down the processing of your ticket responses.
- We recommend never emailing a technician directly as they may be unavailable at the time your email is received. Using **help@acts360.com** helps ensure the earliest available technician will be assigned to help.