



NETWORK SUPPORT REQUEST PROCESS



TO REQUEST COMPUTER SUPPORT




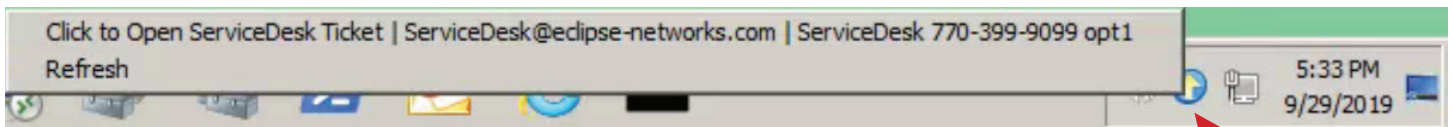
OPTION 1: CALL OUR SERVICEDESK 770.399.9099 OPTION 1

- Please call our ServiceDesk if you Consider your Request Urgent.



OPTION 2: SUPPORT ICON

1. Look in the lower right corner of your computer screen on the task bar to find our icon.
2. Right-click on the  icon and choose **OPEN A SERVICEDESK TICKET**.



3. This will automatically open your default email client with the support email address populated.
4. Please enter as much information as possible about the problem you are having, including your contact information. This will reduce the amount of time it takes to resolve your issue.



OPTION 3: OPEN A TROUBLE TICKET VIA EMAIL

1. Send an email to **ServiceDesk@eclipse-networks.com**
2. This will automaticall submit a service ticket into our ticketing system.
3. Please enter as much information as possible about the problem you are having, including your contact information. This will reduce the amount of time it takes to resolve your issue.