



Technology Solutions. Done fast, Done right.

Submitting a Ticket via AJTC Support Portal

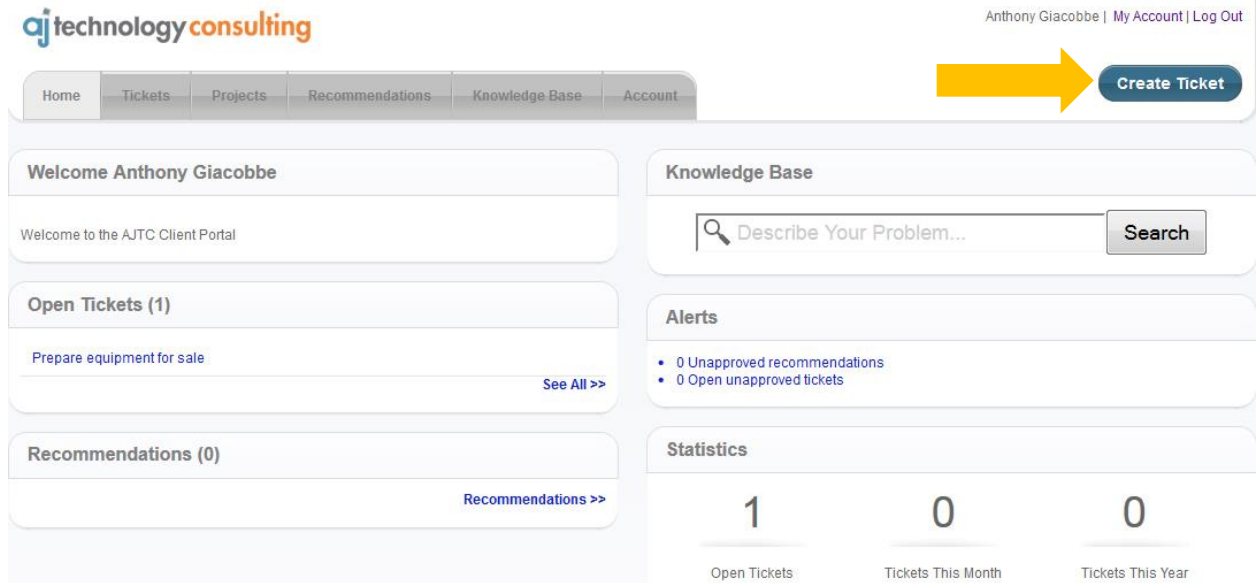
1. Please open a web browser (Internet Explorer, Mozilla Firefox, or Google Chrome) and navigate to our Client Portal by going to <http://support.ajtc.net>. The website should prompt you for an email and password as is shown below.

A screenshot of the login page for the AJTC Support Portal. The page has a light blue header with the word 'Login' on the left. Below the header, there are two input fields: 'Email:' and 'Password:'. A 'Submit' button is centered below these fields. At the bottom of the form area, there is a link that says 'Forgot your password? Enter your email address above, and then click this link' and a checked checkbox labeled 'Remember Me'.

2. Enter your registered email address and password. If this is the first time you have ever used our Client Portal, you will need to have access provisioned first. Please either call our office at 708.942.7204 or email us at support@ajtc.net and request us to provision access to you. We will need you to provide us with an email address you would like to use and also a password for your account.

Another view of the login page, showing a large grey rectangular area above the input fields. Below this area are the 'Email:' and 'Password:' input fields, a 'Submit' button, and the 'Forgot your password?' link with the 'Remember Me' checkbox checked.

- Once you are logged in you will be presented with your personalized Dashboard. On the right hand side you will see a button that says "Create Ticket", go ahead and click on that.



Anthony Giacobbe | My Account | Log Out

Home Tickets Projects Recommendations Knowledge Base Account

Create Ticket

Welcome Anthony Giacobbe

Welcome to the AJTC Client Portal

Open Tickets (1)

Prepare equipment for sale [See All >>](#)

Recommendations (0) [Recommendations >>](#)

Knowledge Base

Describe Your Problem... [Search](#)

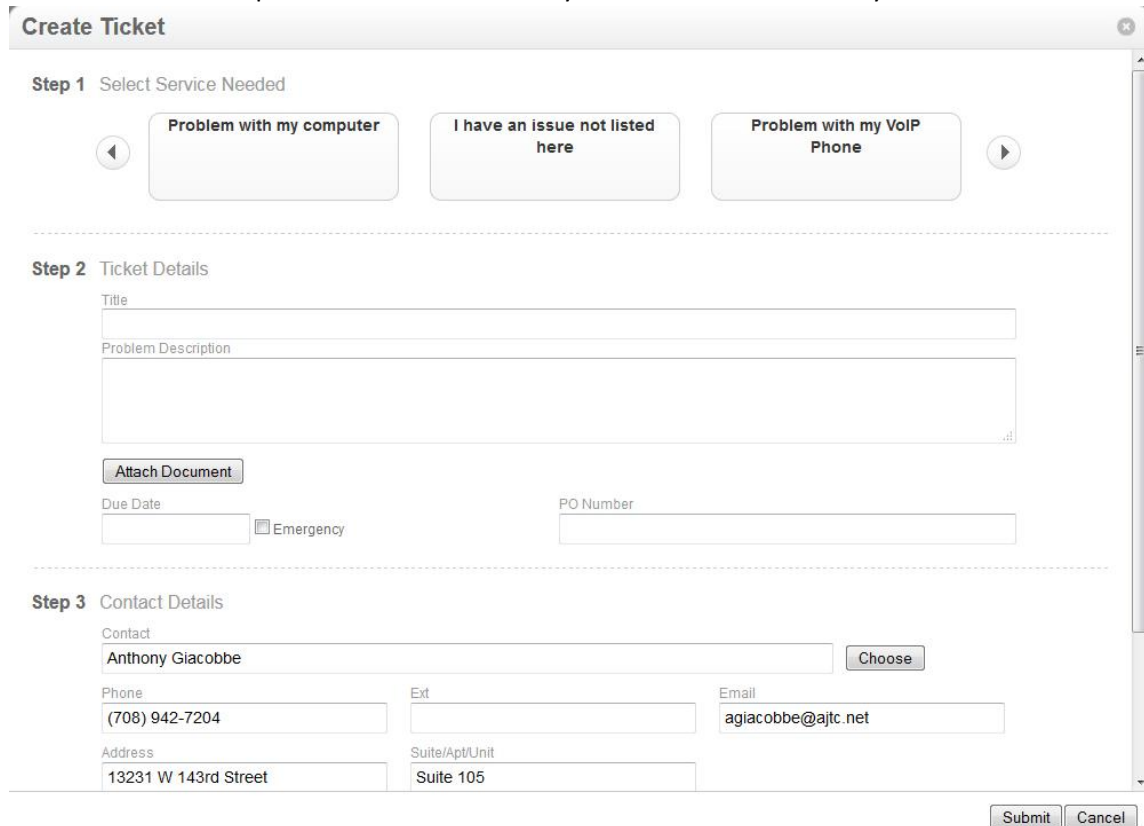
Alerts

- 0 Unapproved recommendations
- 0 Open unapproved tickets

Statistics

1 Open Tickets 0 Tickets This Month 0 Tickets This Year

- Please follow the steps and fill out all necessary information and submit your ticket when done.



Create Ticket

Step 1 Select Service Needed

Problem with my computer I have an issue not listed here Problem with my VoIP Phone

Step 2 Ticket Details

Title

Problem Description

[Attach Document](#)

Due Date Emergency PO Number

Step 3 Contact Details

Contact: Anthony Giacobbe [Choose](#)

Phone: (708) 942-7204 Ext: Email: agiacobbe@ajtc.net

Address: 13231 W 143rd Street Suite/Apt/Unit: Suite 105

[Submit](#) [Cancel](#)