

Submitting a Ticket via AJTC RMM Software (Silver and Gold Plan Clients)

1. Locate your task bar on your computer which is located next to the Date/Time typically found in the lower right corner of your screen. It should look similar to the image below.

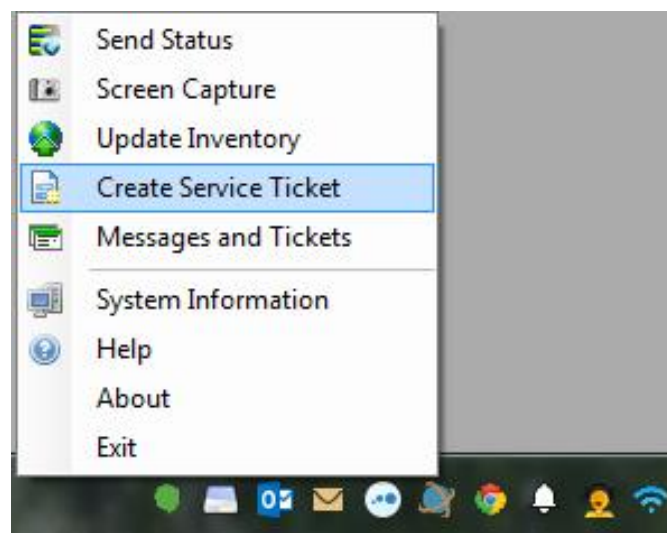


2. Once you have located the task bar, locate AJTC's RMM software which should be running on any Windows Desktop or Server that is covered under our Silver or Gold Support Plan. This icon looks like a blue ball with orange lines circulating it similar to our company Logo.



3. Once you have located this icon, please right click it and a menu should appear. One of your available options is to "Create Service Ticket", go ahead and select that.

***Please Note: If you are submitting a service ticket for a particular problem on a specific computer you should be creating the service ticket from that computer if possible. ***



4. A new window will open allowing you to create a service ticket. Please enter your company email, subject of the ticket request, and a detailed description of your service ticket. Additionally you are able to attach a screenshot of what you are currently seeing so that we may look at any type of error message or problem that you are seeing on your screen. To do this, make sure the error or problem is open on your screen and hit "Attach Screenshot". When you are done, hit the "Send" button in the top left corner of the window and it will enter a new ticket into our Support system.

Create Service Ticket

Send Cancel Importance Attach Screenshot

From: jsmith@achme.com

To: Help Desk

CC:

Subject: Unable to Print

Hello,
Everytime I try to print from Microsoft Word to my printer, an error is displayed and I am unable to print.
Please see the attached screenshot for reference.
Thanks,
John Smith
Achme Corporation

1/2/2015 2:01:01 PM