708.942.8200   **13231 W 143ʳᵈ St. Suite 105, Homer Glen IL, 60491**   *www.ajtc.net*

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://clients.ajtc.net. The website should prompt you for an email and password as is shown below.

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 and request us to provision access to you or email us at support@ajtc.net. We will need you to provide us with an email address you would like to use and also a password for your account.
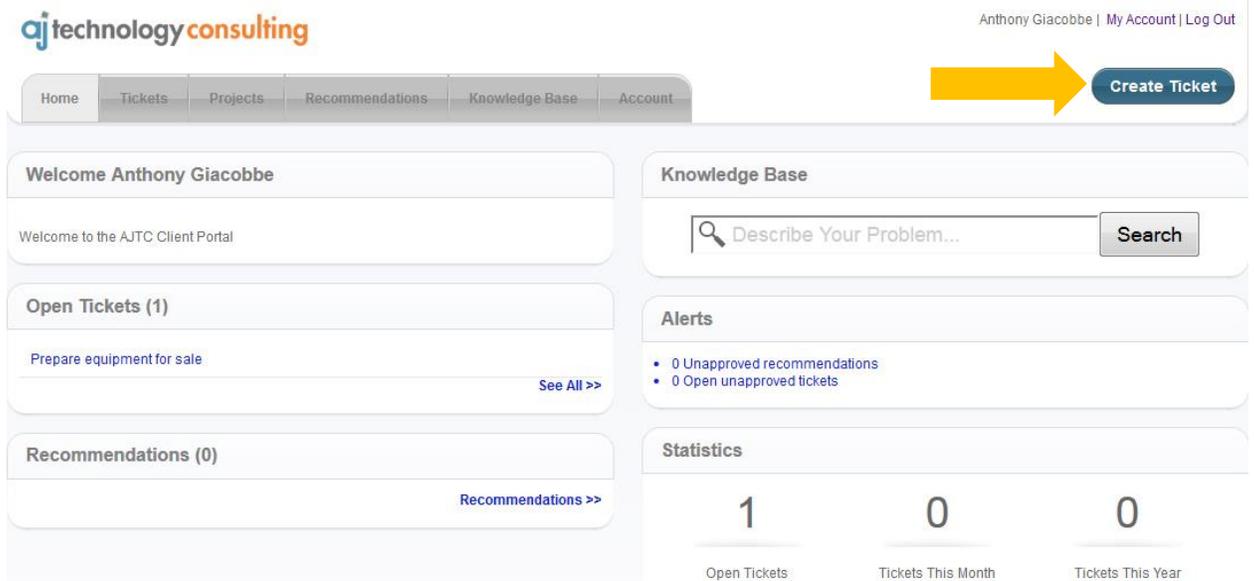
Email: [   ]   Password: [   ]

[Submit]

Forgot your password? Enter your email address above, and then click this link
☑ Remember Me

3. 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.

4. 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