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[www.ajtc.net](http://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.

Login

Email:  Password:

[Forgot your password? Enter your email address above, and then click this link.](#)

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 and request us to provision access to you or email us at [support@ajtc.net](mailto: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.

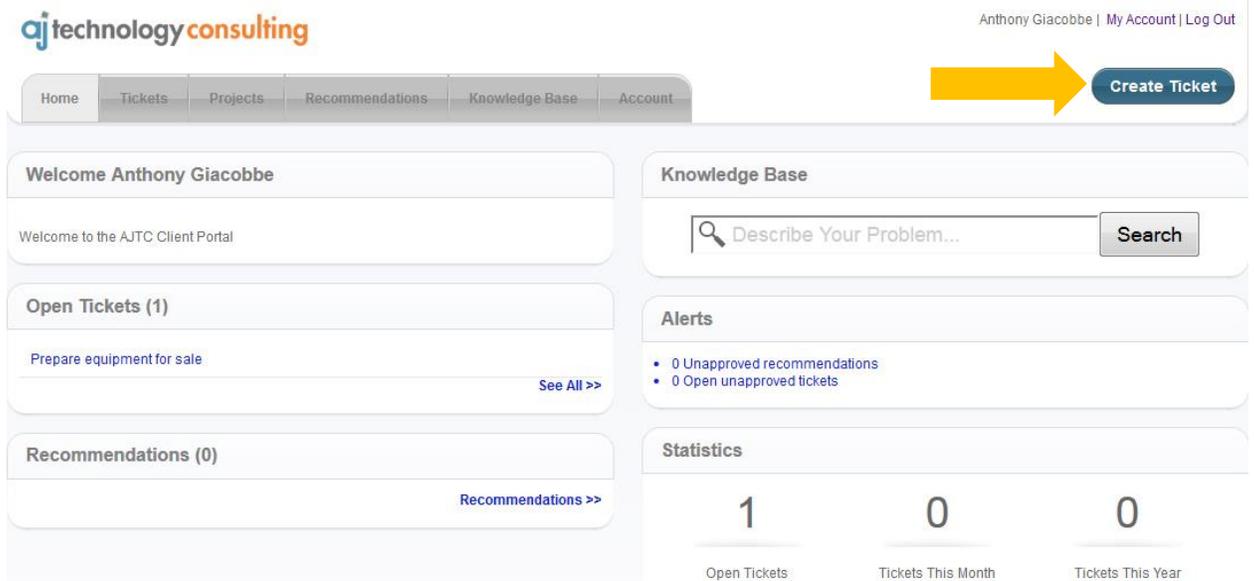
Blank header area for the login form.

Email:  Password:

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.



**qjtechnology consulting** 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...

**Alerts**

- 0 Unapproved recommendations
- 0 Open unapproved tickets

**Statistics**

1	0	0
Open Tickets	Tickets This Month	Tickets This Year

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** ▶

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**Step 2** Ticket Details

Title

Problem Description

**Attach Document**

Due Date   Emergency

PO Number

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**Step 3** Contact Details

Contact  **Choose**

Phone  Ext  Email

Address  Suite/Apt/Unit

**Submit** **Cancel**