

# Welcome to your Helpdesk Button

The **easiest** and **fastest** way to submit and resolve your tech issues and requests.

Submitting tickets has never been easier. No need to remember portal logins or links, no writing down error messages or scrambling to find the correct “tech words” for the problem you’re having. Just press the button, submit a ticket, and rest easy knowing you’ve given your helpdesk team everything they need to resolve your problem, even if you’re without internet connectivity — *all while barely lifting a finger.*



1

## Press the Helpdesk Button.

As soon as you are faced with a problem or error, open up our software by pressing the Helpdesk Button, F4 key, or desktop icon.

2

## Tell us the basics.

We’re serious. All we need is your name and email, a very short description of your problem, and your preferences on how we contact you. We’ll handle the technical stuff, no sweat\*.

\*You have the ability to review the information you submit to us, but the more you provide, the faster we can resolve your request.

3

## Hit submit and we’ll handle the rest.

That’s it! Your ticket will jump straight into our queue, complete with diagnostic data that we’ll use to get your device back in working order.

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## What if my computer gives me this weird code?

This code is actually our way of submitting your ticket into our system even if your computer isn’t able to. Use your cellphone and visit **phonescan.net** — follow the instructions to submit your ticket!