Outlined in this memo, you will find the policies and procedures to create service tickets. All service tickets are submitted through the support website or via email (instructions detailed below). We cannot accept oral, email, or text message service request of any kind as these requests can be transcribed incorrectly.

### Preferred Method to Create a Service Request

- Visit https://support.entrytech.net/portal/en/newticket, choose **Submit Ticket** under **Access Control Pending Service Request**. Select and complete *all* fields. Please submit a ticket for *each* individual, unrelated issue experienced.

- In the Department field, select **Access Control Pending Service Request**

- In the Priority field, please assess as accurately as possible.

- In the Subject field, please write a brief description of the issue or problem you are having.

- In the description field write a detailed description of the error(s) received, the system you receive the error on, and take the time to provide each step you perform so that the technician can recreate the issue and to expedite the solution.

- Leave the default selection in the Classification field.

- You will have the option to insert an image in the Description field. It is recommended to utilize this option with a screenshot of the error.

### Secondary Option to Create a Service Request via email

Contact us via email at support@entrytech.zohodesk.com and include the following details along with any additional information you believe is pertinent to the issue:

- Ticket Subject, Include brief description of issue(s).

- Your name, company/property name, phone number and work email.

- A detailed description of the error(s) received, the system you receive the error, and take the time to provide each step you perform so that the troubleshooter can recreate the issue and to expedite the solution.

- Please attach a screenshot of the error to the email.