



Outlined in this memo you will find the policies and procedures to create IT service requests. All IT service requests are submitted through the support website or via email (instructions detailed below). Entry Tech is not able to accept oral or text message notifications of any kind as these requests can be overlooked.

Important Note: All scheduled installs need one week lead time.

Preferred Method to Create a Service Request

- Visit <https://support.entrytech.net/portal/en/newticket>, choose **Submit Ticket** under **IT Pending Service**, complete *all* fields. Please submit a ticket for *each* individual, unrelated issue experienced.
- In the Department field, select **IT Pending Service**
- In the Priority field, please assess as accurately as possible.
- Leave the default selection in the Classification field.
- It is recommended to insert an image in the Description field with a screen shot of the error.

Secondary Option to Create a Service Request

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

- Ticket Subject, Your Name & Work Email
- Windows Username & Password, and your credentials for the system where the error originated.
- Computer Name, Printer Name or other specific reference for location of the issue reported.
- A detailed description of the error received and the system you receive the error. Provide each step performed so the troubleshooter can re-create the issue and expedite the solution.
- It is recommended to attach a screen shot of the error to the email.

If additional questions exist when submitting a service request, please submit the ticket with as much detailed information you can provide and include question(s) in the Description Field.

Sincerely,

Shelby Staffel
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