

## ▶ You can submit tickets to the Help Desk in 3 ways:



**EMAIL US:** [service@meritsolutions.net](mailto:service@meritsolutions.net). If you email an urgent ticket, please call and speak with a tech.



**CALL US:** 757-420-5150. This is best for anything urgent but can be used for any ticket. Depending on the complexity, the Tech will either resolve your issue right then, or create a ticket for another Tech to work on.



**ON THE WEBSITE:** <https://meritsolutions.net/>. Select the hamburger in the top right corner and then “Submit a ticket” and complete the form.

## ▶ A couple of items that help tickets get resolved in a timely manner:

1

If the issue is urgent or involves a work stoppage please state that in your ticket submission. This will indicate to our Service Coordinator how to prioritize the ticket.

2

Let us know when you are available to troubleshoot and how to contact you. Our Techs will not remote into your machine without being in contact with you and having you present. They will attempt to both call and email, so include the best phone number for us to reach you.

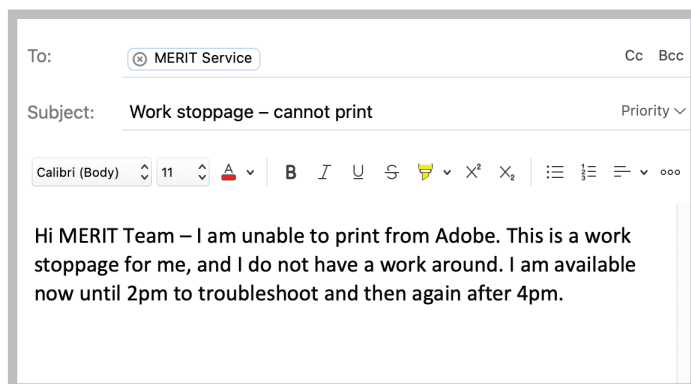
3

Our Techs have a 3-contact rule; they will both call and email 3 times over the course of 3 days. If they have not gotten a response the ticket is closed and can be reopened when the person is available to troubleshoot.

4

Going directly to the Help Desk is the quickest way to resolution.

## ▶ Good examples of an email ticket:

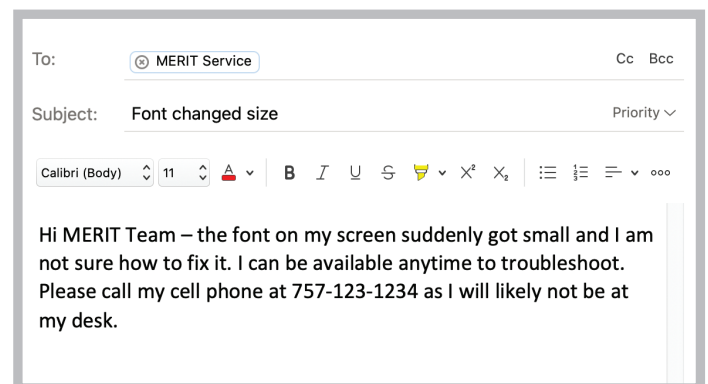


To: MERIT Service Cc Bcc

Subject: Work stoppage – cannot print Priority ▾

Calibri (Body) 11 B I U S X<sup>2</sup> X<sub>2</sub> ☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷

Hi MERIT Team – I am unable to print from Adobe. This is a work stoppage for me, and I do not have a work around. I am available now until 2pm to troubleshoot and then again after 4pm.



To: MERIT Service Cc Bcc

Subject: Font changed size Priority ▾

Calibri (Body) 11 B I U S X<sup>2</sup> X<sub>2</sub> ☰ ☱ ☲ ☳ ☴ ☵ ☶ ☷

Hi MERIT Team – the font on my screen suddenly got small and I am not sure how to fix it. I can be available anytime to troubleshoot. Please call my cell phone at 757-123-1234 as I will likely not be at my desk.