

User Guide: How to get IT support

Please follow these steps to place a service ticket:

EMAIL ADDRESS

help@klicksupport.com

CALL FOR SUPPORT

US: 888 959 1196

When possible, please include the following details



Information about the issue and any steps you've taken to fix before



Screen shot of any error messages



Frequency of the error or issue. How often has it been occurring?

By using the Urgency and Impact matrix below, please indicate the Priority of your issue

By placing the key word **Critical, High, Medium, or Low** as the **first word** will set the Priority in the KLIK Ticketing system.

		Impact			
		Wide spread outage	Business unit	Few Users	Single User
Urgency	Critical- Company wide outage	1-Critical	1-Critical	2-High	2-High
	High- Can no longer perform Primary Functions	1-Critical	2-High	2-High	3-Medium
	Medium- Work is impaired	2-High	3-Medium	3-Medium	3-Medium
	Low-It's a Inconvenience	4-Low	4-Low	4-Low	4-Low

Target Response Time Based on Priority

Ticket Status	Priority 1 - Critical	Priority 2 - High	Priority 3 - Medium	Priority 4 - Low
Dispatch & Assignment	15 Minutes	15 Minutes	30 Minutes	1 Hour
In Progress	1 Hour	1 Hour	1.5 Hours	5 Hours
Resolved	3 Hours	4 Hours	24 Hours	48 Hours

How did we do?

PLEASE REMEMBER to complete the ticket response survey and **Google review** when your ticket is closed.

