



YOUR GUIDE TO IT SUPPORT



YOUR 24/7 IT SUPPORT DEPARTMENT

All The Ways You Can Reach IT Support

Welcome to Envision's IT Support!

We look forward to providing you with a friendly and effective service that you can count on.

With many convenient ways to reach our team, we can help you 24/7, every day of the week and make sure your technology is running smoothly.



Blue "E" installed on your computer



www.envision-consulting.com



24/7 Expert Phone Support



engineering@envision-consulting.com

**I HAVE A PROBLEM.
WHAT SHOULD I DO?**

IT SUPPORT REQUEST CHEAT SHEET

	Where to Find It	Business Hours (Mon-Fri: 8am-6pm)	After Business Hours and Weekends*
 Blue "E" on your computer	Computer task bar	<input checked="" type="radio"/>	<input type="radio"/>
 Via E-mail	engineering@envision-consulting.com	<input checked="" type="radio"/>	<input type="radio"/>
 By Phone:	(877)-261-3870	<input checked="" type="radio"/>	<input checked="" type="radio"/>
 Website's Support Center	http://www.envision-consulting.com/about-us/support-center/	<input checked="" type="radio"/>	<input type="radio"/>

* All ticketing systems will accept tickets 24 hours a day, 7 days a week.
2-hour SLA is in force 8am-6pm Monday-Friday

Non-Business Hours: (Mon-Fri: 6pm-8am)

Weekend Hours: (Fri 6pm-Mon 8am)

**HOW DO I SUBMIT A
TICKET?**

USING THE BLUE “E” ON YOUR COMPUTER

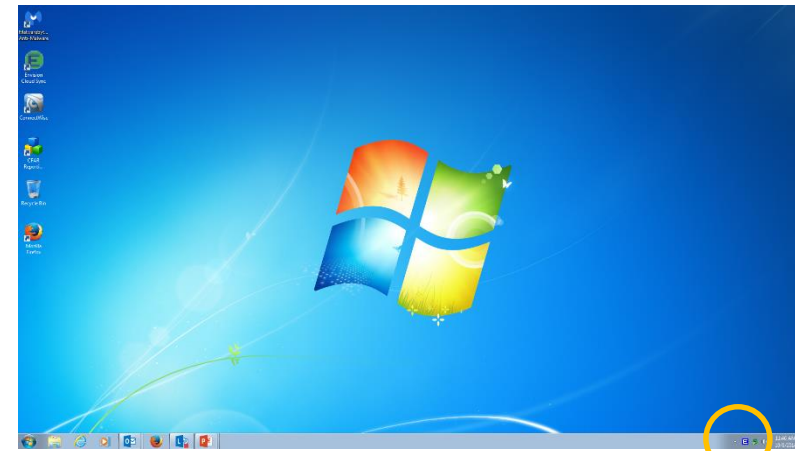


If you have the Blue “E”, you have Unlimited, hands-free remote support

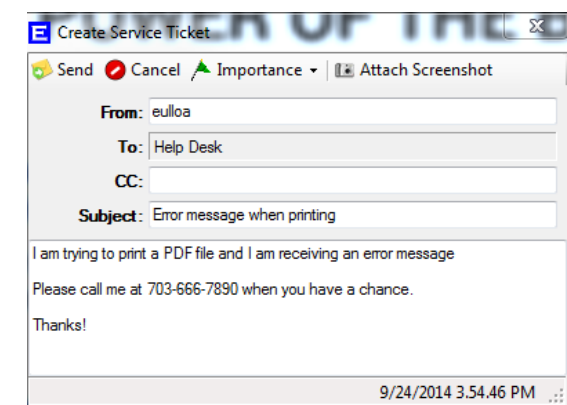
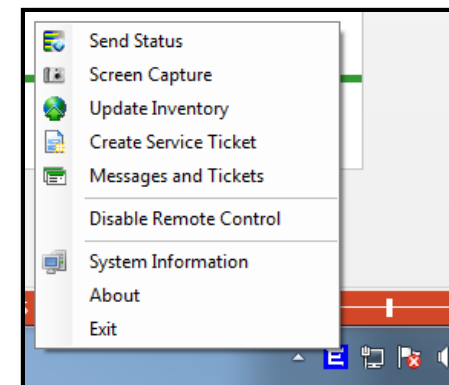
Envision’s Blue “E” is an application installed on every device supported by Envision.

With the Blue “E” you can:

- Create service tickets and report issues in just a few clicks
- Monitor the status of service requests
- Allow for remote control support by our engineers
- Get a Level 2 technical response within 2 hours (during business hours)
- Request a specific time to get help (e.g. “I’m going to be at lunch from 1-2pm, please run Adobe upgrade during that time”)
- **This works even if email doesn’t!**



Envision’s Blue “E”

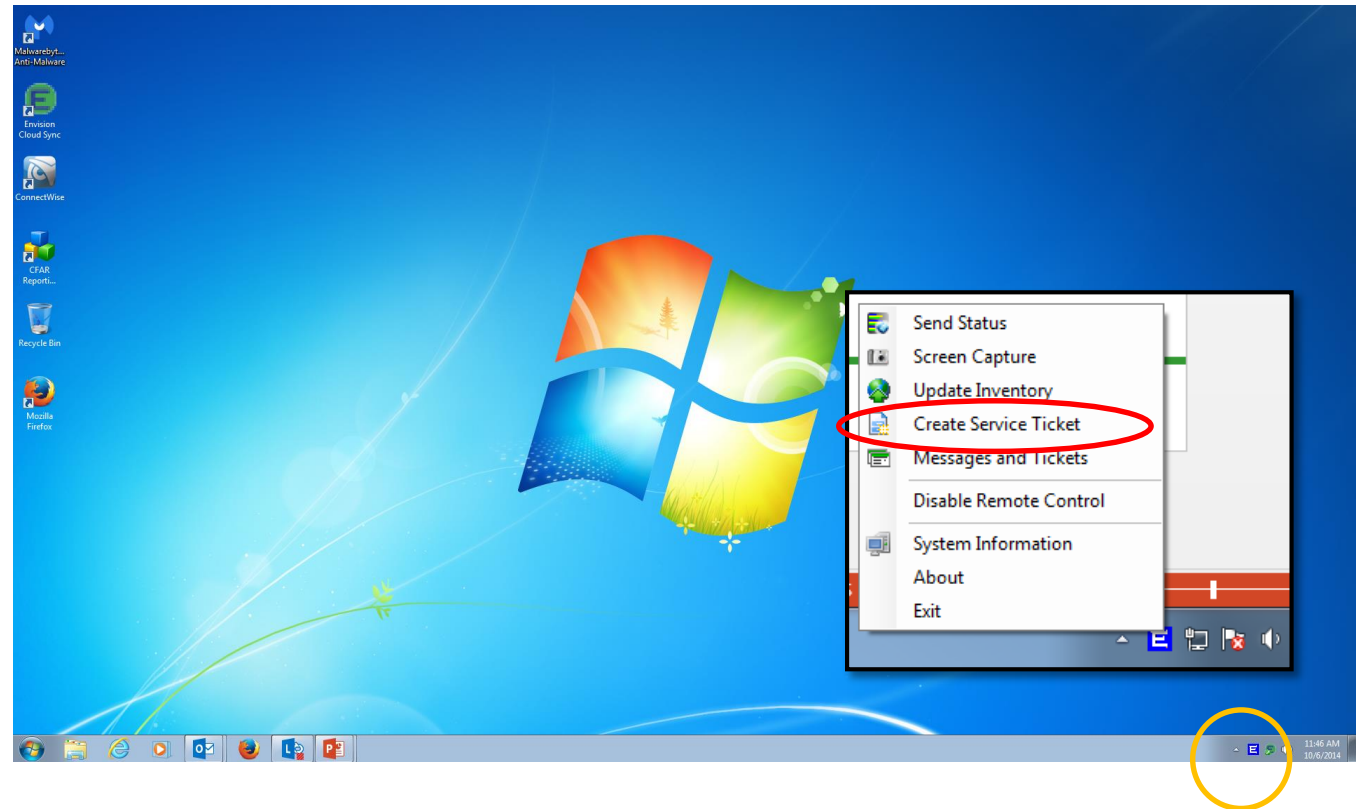


USING THE BLUE “E” ON YOUR COMPUTER



Step 1

- Click on the Blue E at the bottom right corner of your computer screen
- The Blue E will give you a series of options
- Click on “Create Service Ticket”

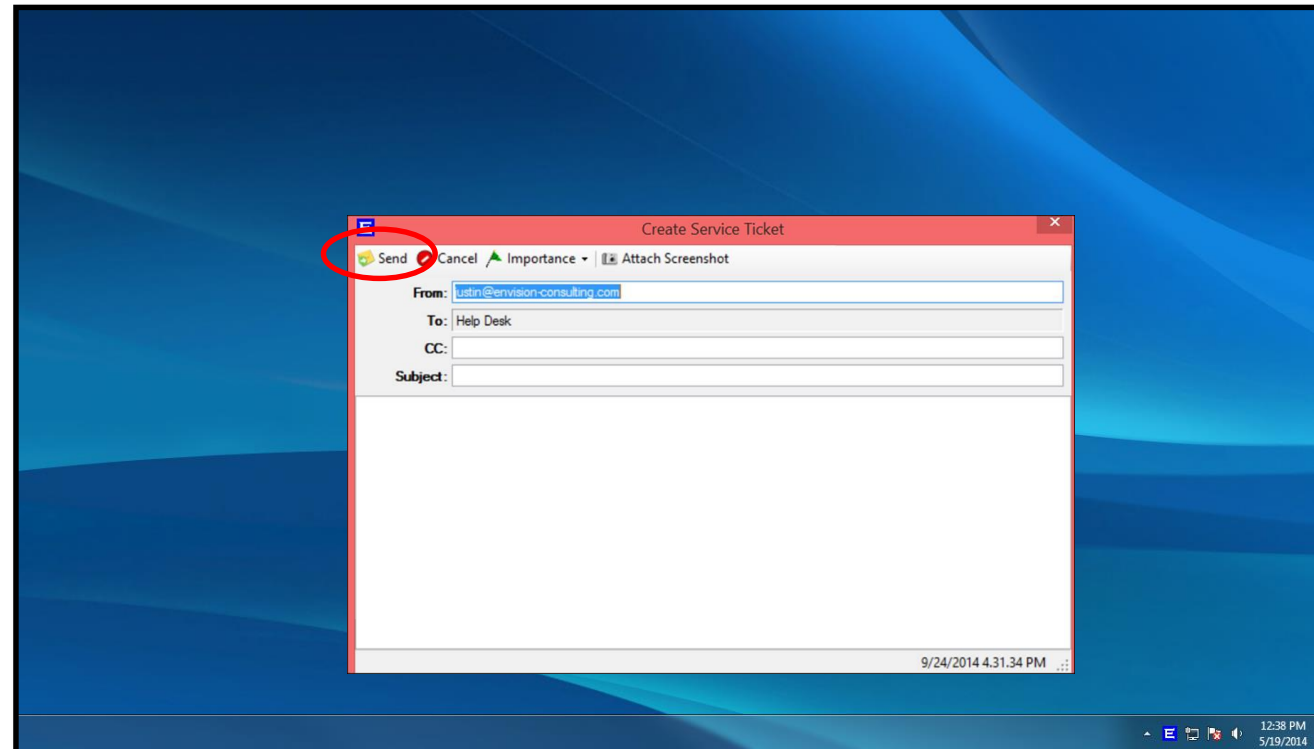


USING THE BLUE “E” ON YOUR COMPUTER



Step 2

- On the “Create Service Ticket” window that opens, enter the subject of your message and explain your issue
- Click the “Send” button
- Tickets automatically go into our ticket tracking system

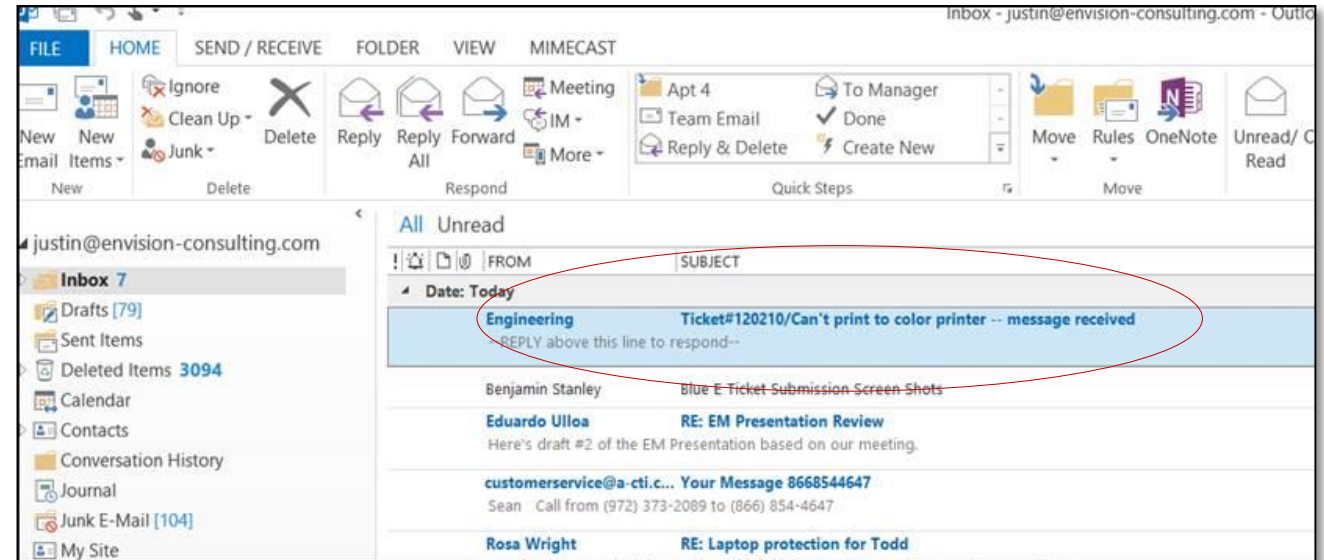


USING THE BLUE “E” ON YOUR COMPUTER



Step 3

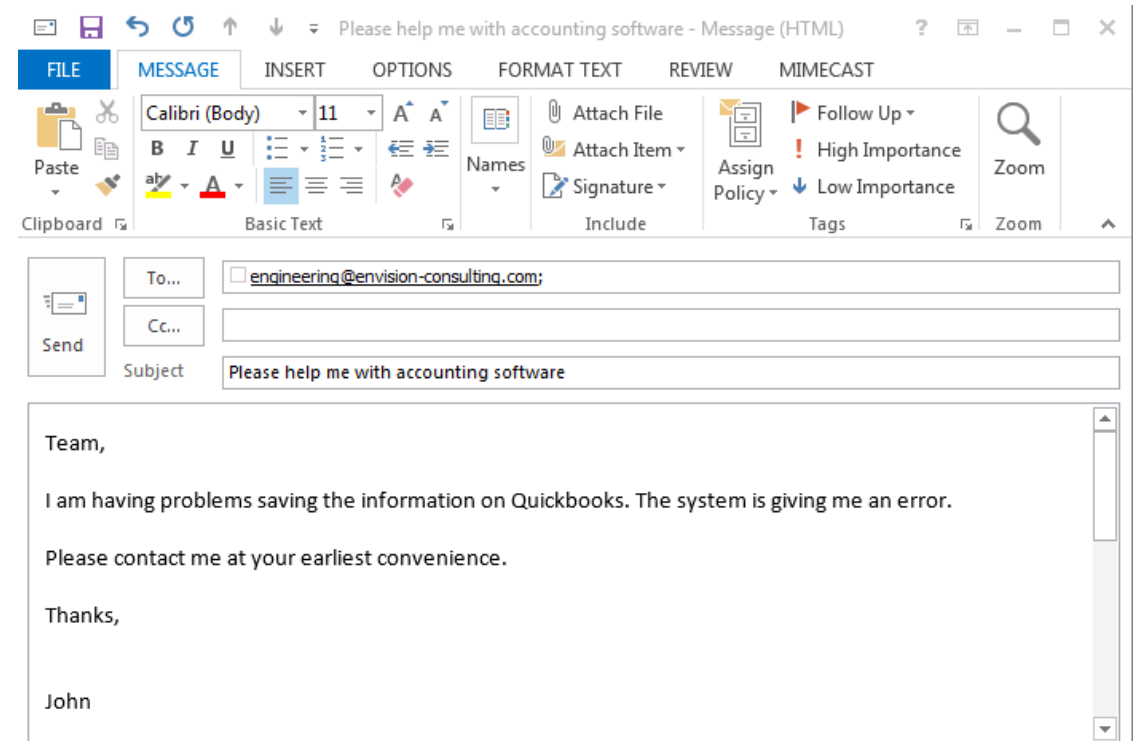
- You will receive an e-mail confirmation with your service ticket number and details
- A Level 2 engineer will contact you shortly (2 hour Service Level Agreement – SLA – during business hours)



SEND AN EMAIL TO ENGINEERING@ENVISION-CONSULTING.COM

This is probably the most intuitive way to enter a ticket.....

- Enter the subject of your message and explain your issue
- Add any screen shots or snips to the email
- Click the “Send” button
- Tickets automatically go into our ticket tracking system
- You’ll get a confirmation email so you know it’s on our radar
- An Envision engineer will contact you back shortly

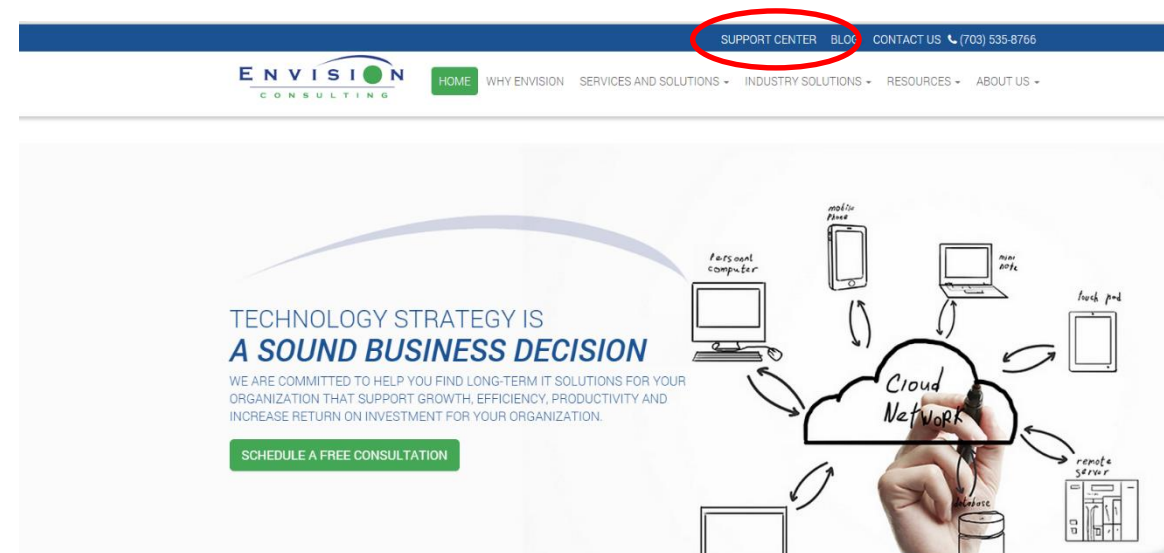


USING THE WEBSITE'S SUPPORT CENTER



Step 1

- Go to our website- www.envision-consulting.com
- Click on “Support Center” at the top of the website



USING THE WEBSITE'S SUPPORT CENTER



Step 2

- Describe the nature of your issue and provide us with your contact information

Step 3

- You will receive an e-mail confirmation with your service ticket number and details
- One of our engineers will contact you by phone shortly

The screenshot shows the 'Submit a Support Request' form on the Envision Consulting website. The form is located in the right-hand column of the page. At the top of the page, there is a navigation bar with the Envision Consulting logo and links for 'HOME', 'WHY ENVISION', 'SERVICES AND SOLUTIONS', 'INDUSTRY SOLUTIONS', 'RESOURCES', and 'ABOUT US'. The form itself has the following fields:

- Name ***: A text input field.
- Company ***: A text input field.
- Email ***: A text input field.
- Phone ***: A text input field.
- Mobile**: A text input field.
- Priority**: A dropdown menu.
- Subject ***: A text input field.
- Description ***: A large text area for providing details of the issue.

A green 'Submit' button is located at the bottom right of the form.

24/7 HELP DESK – (877)-261-3870

Use the 24/7 Helpdesk for....

- Support requiring Immediate Attention
- After-Hours Support (**Evenings, Weekends, and Holidays**)

What to Expect

- Level 1 Tech Support (Basic troubleshooting e.g. Application assistance, Printing and Connectivity, File Search, etc)
- Up to 5 minute hold time
- Phone answered by a Technician
- Technician will ask for your Name and your Company
- Hands-Free Remote Support
- Internal Escalation to Level 2 Tech Support if necessary



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Technology Aligned With Your Business

Scalable, Affordable, Compliant

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