

MYPCNERDS

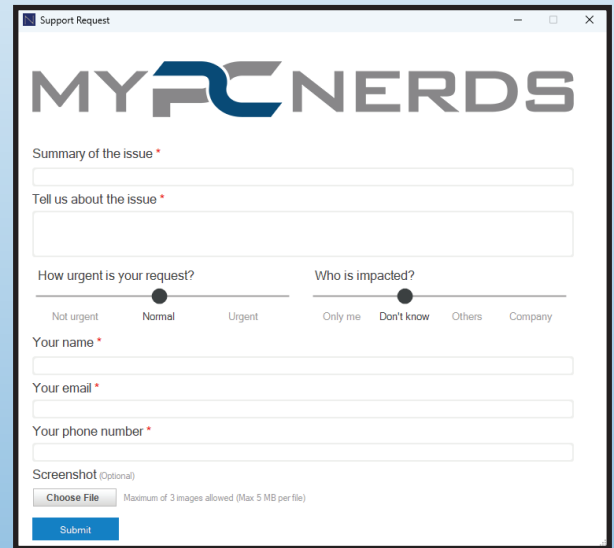
Help Desk Guide

Reach Us Easily When You Need Support

Option 1: Submit a Ticket with the Nerd Icon

- Click on the pop-up menu near the clock in the bottom right hand corner of your computer screen
- Right click the blue square "N" icon
- Choose "Request Support" or "Take Screenshot and Request Support"
- Fill out your support request with as much detail about your issue as possible

Please note: It is very important for us to prioritize tickets by "Urgency" & "Who is impacted". Please do not neglect these sliders.



Option 2: Submit a Ticket by Email

If you are unable to use the "N" icon to submit a ticket, you can easily submit a ticket to support@myPCnerds.com

- Please use the subject line of the email to give a brief summary of the issue
- The body of your email should include your name, phone number, a detailed description of the issue and the urgency of the issue
- If you would like to submit a screenshot of the problem you are experiencing, press the "PRINT SCREEN" button and submit the photo as an attachment

Option 3: Call us 719-542-9661 or 1-888-820-NERD

- Call us at 719-542-9661 or toll free at 1-888-820-NERD (6379)
- If we are unable to answer your call, the call is forwarded to a voicemail system that will create a ticket in our queue. Please leave your name, a brief message about the issue you are experiencing, and a phone number where we can call you back

When submitting a ticket, if you have not received a response, or if the issue is high priority/requires immediate attention, PLEASE CALL US!

Help Desk Hours: Monday-Friday 7:30am - 6:00pm MST
Weekends and After Hours Support: Dial 0 in the main telephone menu

To access Cyber & HIPAA training visit:
training.myPCnerds.com