



White Wolf Computer Welcome Letter

First of all, thanks for letting White Wolf Computer manage your technology needs! We're happy to have you here and we're excited to get to know your organization more to make sure we provide the best solutions possible.

Here is some info that may be helpful going forward as we get to know each other:

- To submit a service ticket – Send an email to tickets@whitewolfcomputer.com (if your email is not working, you may call the office at 518-459-9653)
 - Please include the following information in your email:
 - Name of the user(s) with the issue (if it is not yourself)
 - Email address and phone number of user(s) affected
 - Which device/devices are having the issue
 - Describe the issue with as much detail as possible (Error messages/codes, what happens, what causes it to happen, when it happens, software being used... etc...)
 - Provide pictures or screenshots of errors/issue if possible
 - Any other details you may think are relevant
 - One of the service team members will create your ticket and respond as soon as possible
 - They may ask for more information to help identify the problem
 - They will also schedule the appointment with you/the user to fix the issue
 - **If your issue is an emergency**, please submit the ticket (if possible) as described above, but also call the office to alert us to the critical nature so we can address it accordingly.
- For any billing/invoicing questions, please contact us at billing@whitewolfcomputer.com
- For administrative inquiries/issues, please contact us at admin@whitewolfcomputer.com
- For any account management/sales/services related inquiries, please contact Kelsey at kelseym@whitewolfcomputer.com
- Contact to the correct department ensures the quickest possible response
- If you have not already received your billing portal welcome email to setup your account, please contact billing@whitewolfcomputer.com or navigate to whitewolfcomputer.connectboosterportal.com and click on “Request account” – We will approve your account and send a welcome email as soon as we can.

If you have any questions, don't hesitate to ask!