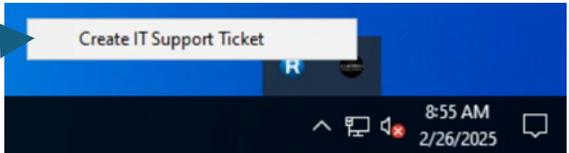


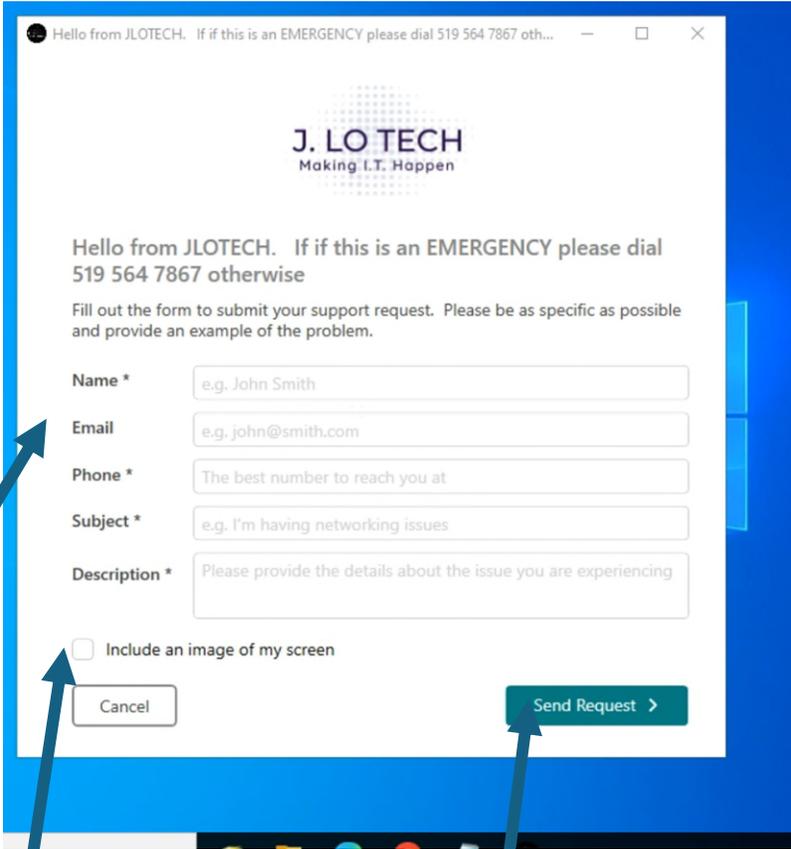
JLOTECH SUPPORT TICKET INSTRUCTIONS

For JLOTECH customers on maintenance, follow the steps to create a support ticket to the JLOTECH Helpdesk. These tickets are escalated as required and monitored during regular office hours.

TICKET CREATION INSTRUCTIONS

1.	Click the Up arrow on the bottom right of your system tray to show hidden icons.	
2.	Several ICONS will appear. Click the Round Dark ICON is shown here.	
3.	Click "Create IT Support Ticket", box.	

The IT Support Form will be displayed on your screen.



The screenshot shows a window titled "Hello from JLOTECH. If if this is an EMERGENCY please dial 519 564 7867 oth...". The form contains the following fields:

- Name * (e.g. John Smith)
- Email (e.g. john@smith.com)
- Phone * (The best number to reach you at)
- Subject * (e.g. I'm having networking issues)
- Description * (Please provide the details about the issue you are experiencing)

At the bottom, there is an unchecked checkbox for "Include an image of my screen", a "Cancel" button, and a "Send Request >" button. A blue arrow points to the "Include an image of my screen" checkbox, and another blue arrow points to the "Send Request" button.

Fill out the form, click "Include an image of my screen" if you feel that will help indicate the issue. Click Send Request.

The Ticket will be sent to the IT Helpdesk for review and follow up with you.