

## TECHNOLOGY HELPDESK INSTRUCTIONS:

1. Go to <http://helpdesk.smackover.net/>
2. Click on the Open New Ticket Link


**SUPPORT CENTER**  
TICKET TRACKING


SUPPORT TICKET SYSTEM

[Home](#) [New Ticket](#) [Ticket Status](#)

### Welcome to the support center

In order to streamline support requests and better serve you, we utilize a support ticket system. Every support request is assigned a unique ticket number which you can use to track the progress and responses online. For your reference we provide complete archives and history of all your support requests. A valid email address is required.

 **Open A New Ticket**  
Please provide as much detail as possible so we can best assist you. To update a previously submitted ticket, please use the form to the right.

 **Check Ticket Status**  
We provide archives and history of all your support requests complete with responses.

Email:

Ticket#:

Complete all applicable sessions. Use the Drop Down arrow to select the help topic. If describing a computer or printer – make sure you include the inventory number (Datamax number). In the Message section, give a detailed description of the problem.

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Please fill in the form below to open a new ticket.

Full Name:  \*


Email Address:  \*

Telephone:  Ext

Help Topic:  \*

Subject:  \*

Message:

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As a show of support, we ask that you leave powered by osTicket link to help spread the word. Thank you! -->  
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