

## **Frontline Support**

Quick Process Guide for: Athens Area School District https://athensasd.sherpadesk.com

# 1. Submit Request

Submit via Phone Dial: 412-329-1054

Submit via email email to: support@questeq.com



You will receive an email notification containing the ticket number and case details. **See Image A.** 

You can reply directly to the e-mail notification and your message will be added to the ticket.



# 3. Receive Request Status Updates

The technician can reply to your inquiries and you will receive an email with the text captured in the ticket history.

See Image B.



## 4. Receive Closure Notification

When your issue has been resolved a technician will close your ticket and you will receive an e-mail notification that will allow you to confirm or deny the closure of the ticket. Additionally the email will contain a link to a satisfaction survey. **See Image C.** 



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My computer is not turning on. When I try the light flashes red and it beeps a few times. I checked the connections in the back and they look OK.

#### ACME2

#### 24

computer not turning on

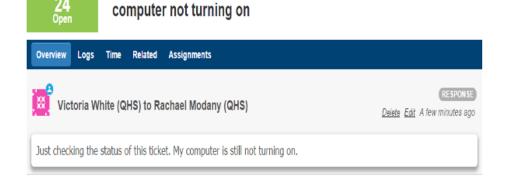
Organization	ACME2
Account	Questeq Network Operations Center
User	Victoria White (QHS) Help Desk Specialist white@questeq.com
Technician	New Tickets Queue
Class	Technology Support
Project	
Logged Time	0 hours

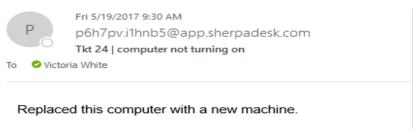
### **Image A**

You will receive an email notification of the ticket created.

## Image B

You can reply to the e-mail and your message will be added to the ticket.





Ticket was CLOSED by Rachael Modany (QHS).

CC's: Rachael Modany (QHS)

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computer not turning on

### **Image C**

When your issue has been resolved a technician will close your ticket and you will receive an e-mail notification.