



# How to Open a Service Request via a PC

**Preface:** This document will serve as instruction for opening an IT Service Request via a PC to resolve an IT related issue. Please feel free to print this document and post it somewhere.


**Hours of Support:** C3SD Inc. provides IT Support Monday through Thursday 8am to 5:30pm PST and Friday 8am to 4:30pm PST. If you open a Request outside of those hours we will be in contact during our next shift.

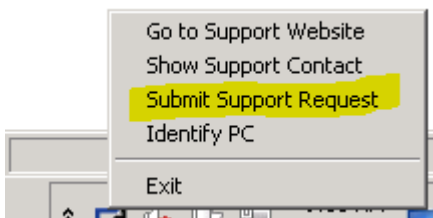
**Phone Support:** Only Managers are authorized to contact the support phone number and may do so only after a ticket has been submitted via the following process. This is to ensure that each Request is documented and able to be reported on. The only exception to this rule is if the internet connection for the store has gone offline.

## Submitting a Request for Support

1. Begin by locating the  icon labeled C3 in the icon tray next to the clock. In some cases one will need to click the small triangle to view additional icons 

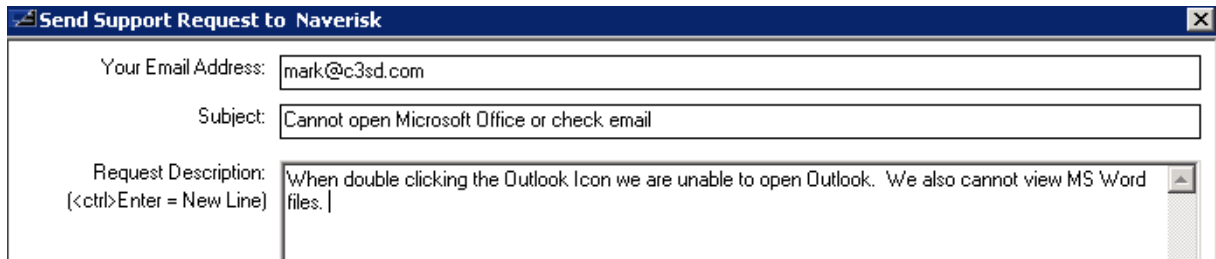


2. Right-Click  the and select **Submit Service Request**

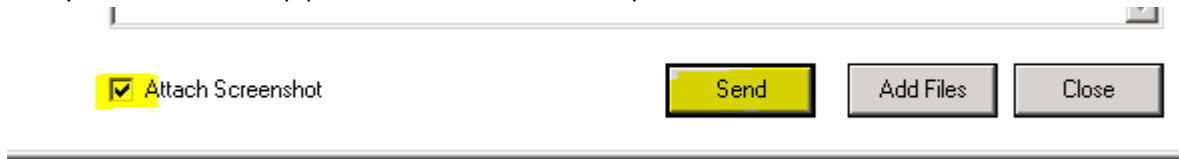


**Please Note:** Selecting **Go to Support Website** will open a web browser with these same instructions.

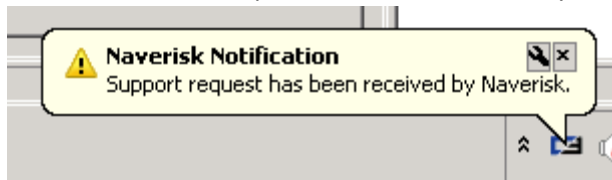
3. Enter information into the fields being as descriptive as possible. Please enter your Managers email Address to keep them in the loop



4. If there is an error message on the screen, check the box to **Attach Screenshot**. If there are other files/logs that you feel would help please click **Add Files** and upload them. Then click **Send**.



5. Once the Service Request has been received by C3SD a pop-up balloon will appear above the Icon.



6. A C3SD tech will be in contact

## How to Open a Service Request via Email

**Preface:** This document will serve as instruction for opening an IT Service Request via email to resolve an IT related issue. Please feel free to print this document and post it somewhere.

**Hours of Support:** C3SD Inc. provides IT Support Monday through Thursday 8am to 5:30pm PST and Friday 8am to 4:30pm PST. If you open a Request outside of those hours we will be in contact during our next shift.

**Phone Support:** as per the Service Level Agreement, only the IT contacts are authorized to contact the support phone number and may do so only after a ticket has been submitted via the following process. This is to ensure that each Request is documented and able to be reported on. The only exception to this rule is if the internet connection for the location has gone offline.

### Submitting a Request for Support via email



The following steps may be used to open an IT Service Request with C3SD Inc. A separate Service Request must be opened for each issue, which requires Support, even if Support is requested for the same device, as this will allow the tracking of each separate issue.

1. Compose a new email to [itsupport@c3sd.com](mailto:itsupport@c3sd.com)
2. In the Subject line, list a descriptive Topic of the Support Request (*Unable to Print to the Dell Printer next to the Copier*)
3. In the Body of the message **MUST** include the following:
  - a. **PC or Device name.** This can be found on the Label for the Machine.
  - b. **Two times in which we can logon to provide support.** Typically, this can be the lunch hour, next break or time the employee leave for the day.
  - c. **Contact number** if not in an email signature
  - d. Further description of the Support Request if required
4. Send the email and be sure to leave the PC on at the end of the day.

Send

From: michael@c3sd.com

To: C3SD IT Support <itsupport@c3sd.com>;

Cc:


Subject: Unable to Print to the Dell Printer next to the Copier

As of this morning I have been unable to print to the Dell printer next to the copier. It does not appear that anyone else is having an issue.

You can logon now or I take lunch at 11:30 for an hour. My contact number is listed below.

Thanks,

**NEW!!!!** Open a Service Request from your PC. [Follow this link to learn more.](#)

 **Michael Surmanian**  
C3SD Inc.  
858.337.7722  
[www.c3sd.com](http://www.c3sd.com)

M-Th 8am-6pm / Fri 8am-4:30pm / Emergency Support on Weekend

The email will enter our Support Request System and an email response will be sent with a Support Request Number. A C3SD Tech will follow up with next steps. This may be via email or phone depending on the issue.

**Please Note:** Support Request sent directly to a tech, without first opening a Service Request may be responded to in as many as 48 hours.