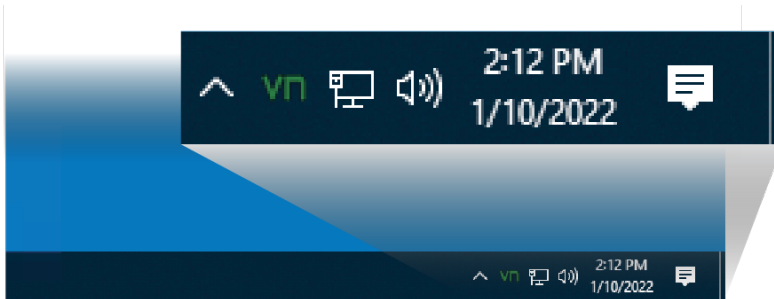


How to Get IT Support - Using the VNET Agent

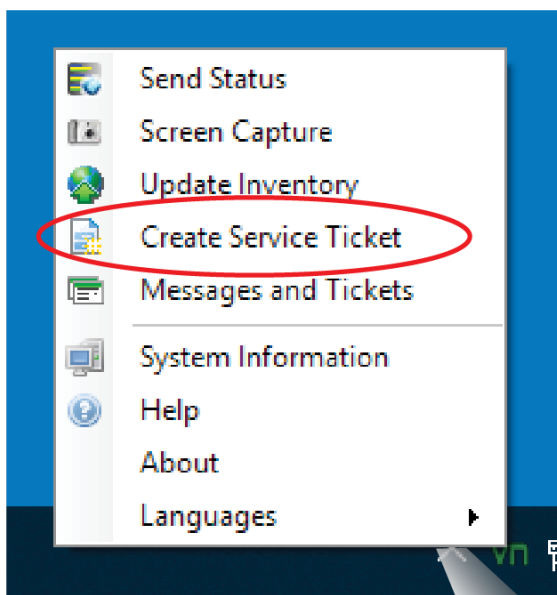
Step 1

Locate the green “VN” agent icon in your system tray.



Step 2

Right-click the ‘VN’ icon to reveal a menu, and then Left-click on ‘Create Service Ticket’.



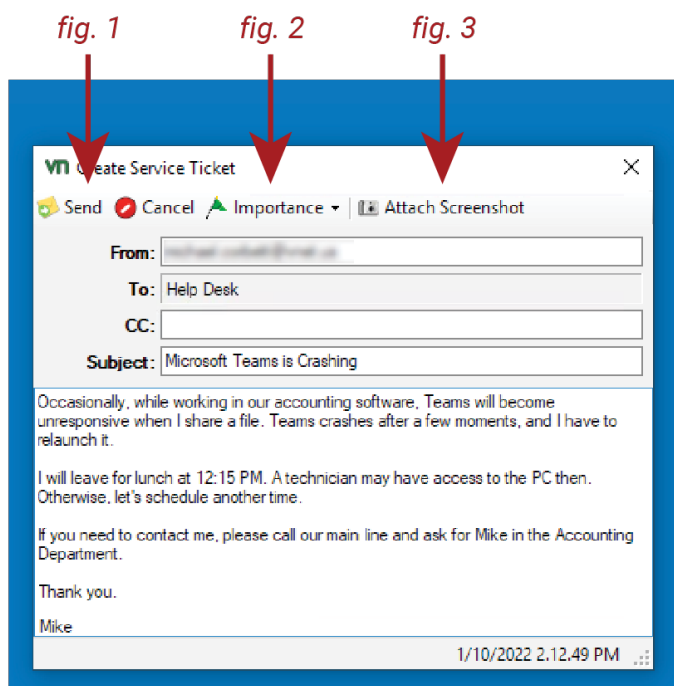
If the ‘VN’ agent icon does not exist, click on the arrow to reveal it.



How to Get IT Support - Using the VNET Agent

Step 3

A 'Create Service Ticket' window will appear.



a) Enter a descriptive Subject

b) In the body, please include any information to help the technician resolve your issue. This message is secure so that you may include information such as usernames and passwords.

There are three buttons along the top of this window that will help you get your

issue resolved in a more timely manner:

Send: Click this button to send the Service ticket to Velocity Network.

fig. 1

Importance: use this drop-down menu to set an importance level. Normal is the default setting. Let us know how critical the issue is to schedule a technician promptly. *fig. 2*

Attach Screenshot: A picture is worth a thousand words. Click this button, and a screenshot of your screen will automatically be attached to the ticket. This can help the technician get a head start and save you from describing an error message or describing something you are experiencing. *fig. 3*