VNET
velocity network

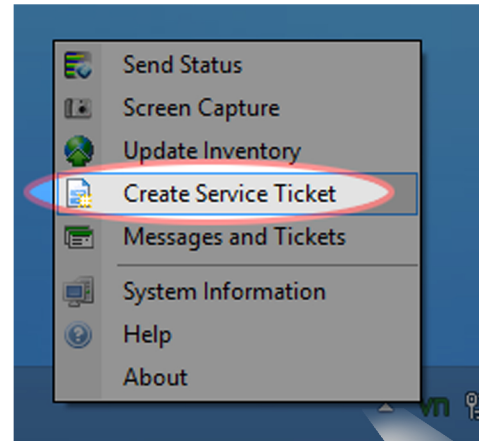# HOW TO GET SUPPORT
USE THE VNET AGENT

Step 1

Find the green 'VN' agent icon in your system tray.

Step 2

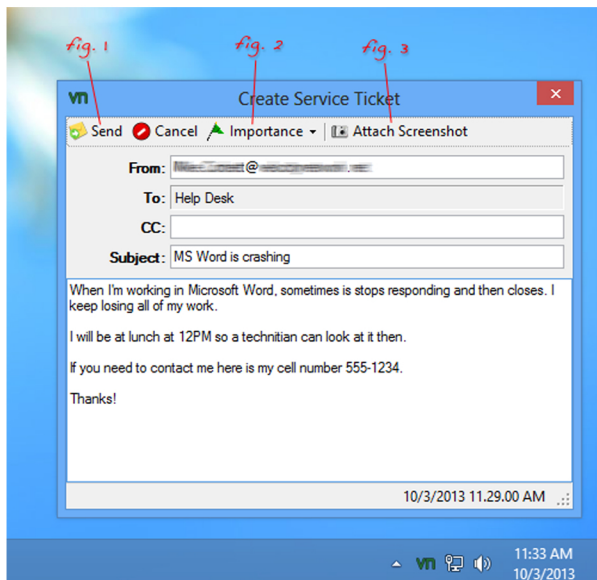Right-click the 'VN' icon to reveal a menu, and then Left-click on 'Create Service Ticket'.

Step 3

A 'Create Service Ticket' window will appear.

If the 'VN' agent icon does not exist, then click on the arrow.

a.) Enter a descriptive Subject title

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

There are three buttons along the top of this window that will help you to 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 so that we may schedule a technician in a timely matter. *fig. 2*

Attach Screenshot: A picture is worth a thousand words... Click this button and a screenshot of your screen will be attached to the ticket automatically. This can help the technician and can save you having to describe an error message or describe something that you are seeing. *fig. 3*

If you cannot access the agent, send an email with a description of the issue to:

helpdesk@velocitynetwork.net

No access to email or just want to talk?

Call (814) 833-9111 ext. 444