



HOW TO REQUEST IT SUPPORT

BUSINESS CRITICAL

CALL **501-244-3777**.

IF WE DON'T ANSWER YOUR CALL, PLEASE LEAVE A VOICEMAIL AND A TICKET WILL BE CREATED ON YOUR BEHALF AUTOMATICALLY.

BUSINESS CRITICAL AFTER HOURS SUPPORT

CALL **501-244-3777** AND SELECT **OPTION 2**.
THE CALL WILL ROUTE TO THE ON-CALL TECH.

NON BUSINESS CRITICAL OPTION 1

CREATE A TICKET BY **RIGHT CLICKING** ON THE **XCCELERO ICON** LOCATED ON THE TASK BAR FOR PCS OR THE FINDER FOR MACS. SELECT **REQUEST IT SUPPORT**, FILL OUT THE FORM, AND THEN CLICK **SEND**.



OPTION 2

CREATE A TICKET BY EMAILING **WECANHELP@XCCELERO.COM** WITH A BRIEF DESCRIPTION OF YOUR REQUEST AND YOUR CONTACT NUMBER.