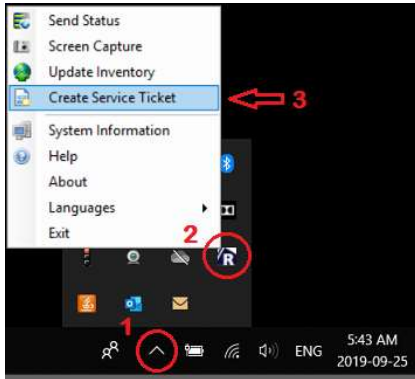


GETTING ROCK SOLID HELP

If you have an urgent or time sensitive issue, please create a ticket and then call the Rock Solid office

1

USE THE ROCK SOLID SYSTEM TRAY ICON



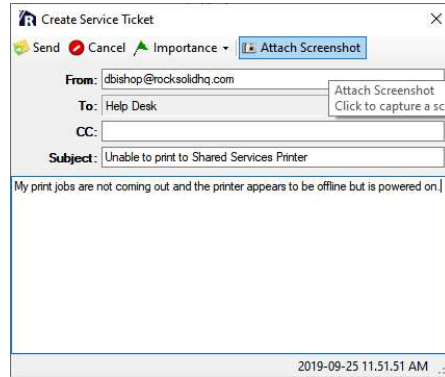
Sometimes the Rock Solid icon hides so you'll need to click the ^ near the clock to reveal it.

Then you can click on the icon and select "Create Service Ticket"

2

EMAIL: HELPDESK@ROCKSOLIDHQ.COM

Be sure to include your computer name and follow steps 2 and 3 from option #1



1. Ensure your email address is in the "From" field
2. Enter a brief summary of the issue in the "Subject" field
3. Add a more detailed description of the issue in the body of the message
4. If you have an error message, ensure that the "Create Service Ticket" window is on the same screen as the error message and click the "Attach Screenshot" button. The window will disappear momentarily and then reappear.
5. Click the "Send" button.

3

CALL: 705-222-4357 OR 1-800-789-7880