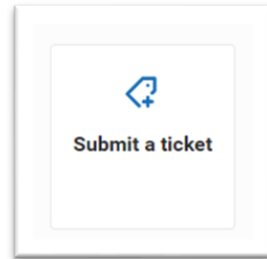


WAYS TO MAKE A ROCK SOLID TICKET



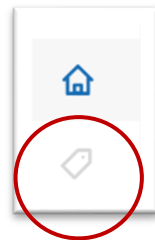
1 USE THE ROCK SOLID CUSTOMER TICKET PORTAL

1. Go to: <https://rocksolid.myportallogin.com/> Sign in using your credentials, or sign up if you have not yet created an account.



2. Click "Submit a ticket"

3. To view your open tickets, click on the ticket icon on the top left

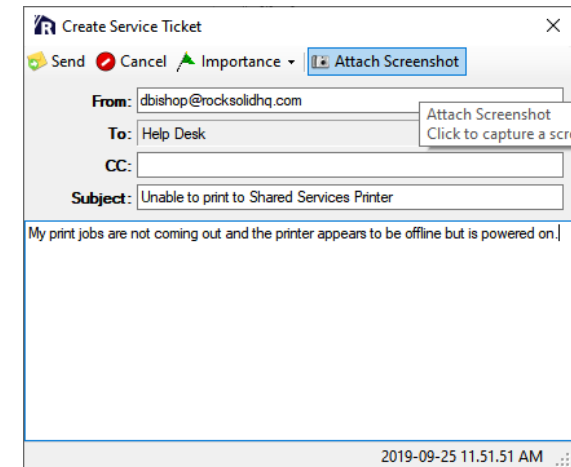
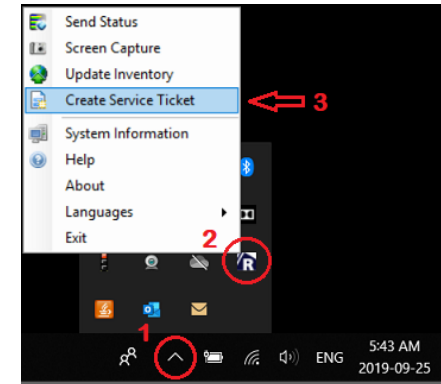


3 EMAIL: helpdesk@rocksolidhq.com

4 CALL: 705-222-4357 or 1-800-789-7880

2 USE THE ROCK SOLID SYSTEM TRAY ICON

1. Click the ^ on the bottom right of your screen then select the Rock Solid "R" icon.
2. Select "Create Service Ticket". An email window will open for you.
3. Type your email address in the "From" field
4. Enter a brief summary of the issue in the "Subject" field
5. Add a more detailed description of the issue in the body of the message
6. 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.



7. Select the Importance to set the Priority Level of the ticket
8. Click "Send".

If you have an urgent or time sensitive issue, please call the Rock Solid office