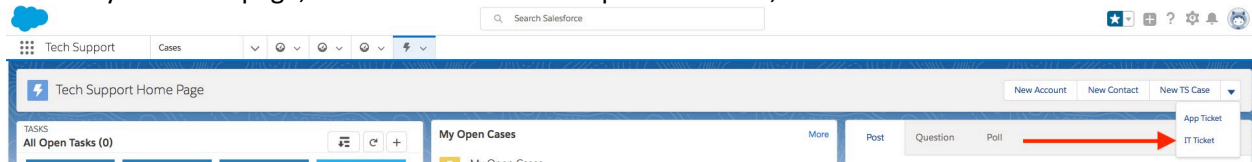


Create an IT Support Case (*Current Active Salesforce users*)

If you're unable to resolve the issue beyond the above steps please create an IT Support Case in Salesforce. To do this follow these steps;

- Open Salesforce
- From your home page, find and click on the drop-down arrow, then click "IT ticket"



- Complete all options to report appropriate options for your current issue

- **Contact Name** - your name (searchable for Salesforce contact records)
- **Status** - New (default)
- **Subject** - brief overview of issue
- **Description** - details of issue, including any prior troubleshooting steps you've attempted
- **Priority** = Impact of reason for case. Select based on the following criteria;
 - Low* – Little impact, able to perform my job assignments/ tasks without immediate resolution
 - Medium (Default)* – Issue causes inconvenience, but able to work around it temporarily until it can be addressed
 - High* – Heavily impacts my ability to perform my job assignments/ tasks
- **Type** – request type
- **Reason** – affected platform
- **Product** – affected hardware/ software



This information is then used to create a Salesforce case managed by Tech Support from this point forward. A technician will be assigned to the case and follow-up with you shortly to work with you to resolve the issue.

Create an IT Support Case (*Non-Salesforce Users*)

If you're experiencing issues and do not have direct login access to Salesforce, please email IT Support for support. Please include the following information as part of this email;

- Effected Device/ Software (Computer, Microsoft Outlook, printer, etc.)
- Issue
- Steps Attempted to Resolve
- Screenshots/ pictures (if available)

Send this email to itsupport@ablenetinc.com. This information is then used to create a Salesforce case managed by Tech Support from this point forward. A technician will be assigned to the case and follow-up with you shortly to work with you to resolve the issue.