# Getting help from iTPilots

There are multiple ways to receive support from iTPilots:

1. **Through the new iTPilots tray icon.**

Please note this is the preferred method and should be attempted first always because it gives us the most information.

In the bottom corner of your desktop near the time you will see a white icon with the iTPilots Logo. If you don't see it, you may need to click the white up arrow shown below.
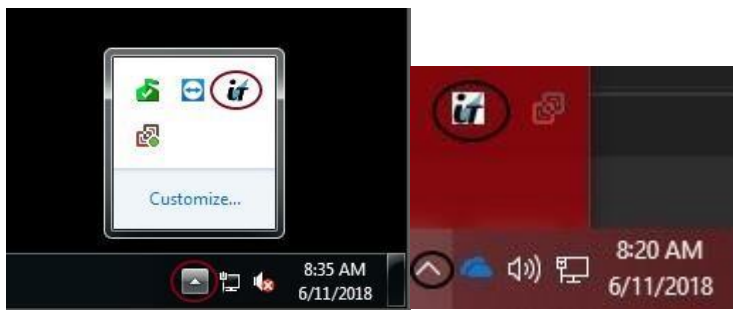
Once you find the icon, you can right click and select **Create Service Ticket.**
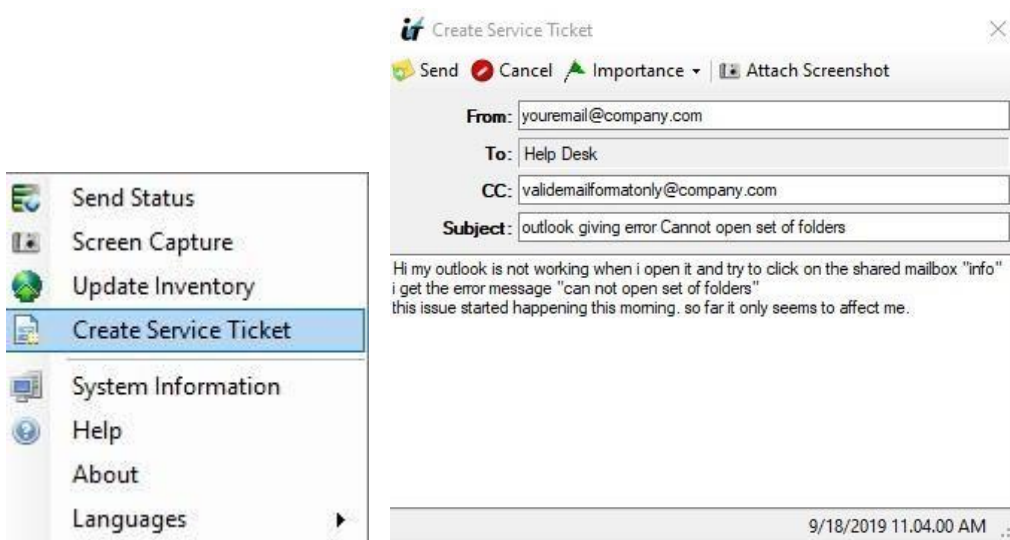
Be sure to put your full email address in the from field.
If you are cc'ing someone else on the ticket, **be sure to only put a valid email address in this field. Any names, spaces or < > will make the ticket not submit properly.**

You can also attach a screenshot of the error message displaying on your screen by selecting the *attach screenshot button*.

2. **Send an email to help@itpilots.com.**

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You can also submit a ticket simply by emailing help@itpilots.com. Please use method 1 through the ticket tray and only send an email if you do not see the icon or you don't receive an email back after submitting.

3. **Call 866-777-2024 and leave a voicemail** Only use this option if the first 2 are not possible.

> **Make sure you put as much detail in the ticket as possible.** Including but not limited to:

- Any specific error messages.
- What you were doing in the program when it occurred/how to reproduce the issue
- When the problem started
- The last time this problem occurred.
- How many users are affected.
- The full name of any folders, printers, devices, applications etc. involved in the issue.
- Extension or number to contact you back.

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When your ticket is created:

You will receive an automated reply from help@itpilots.com that looks something like the below:
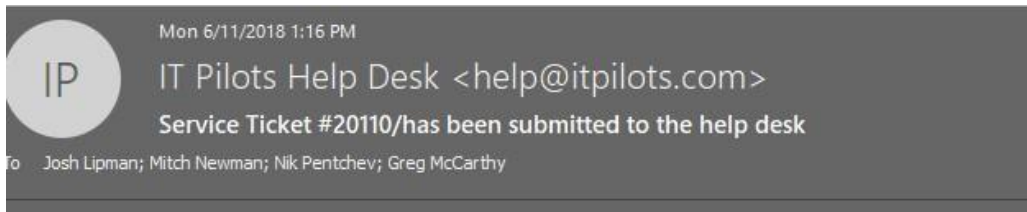
IT PILOTS SUPPORT

Hello Mitch,

Service Ticket # 20110, has been created from your request. Please reference this number when contacting our team regarding this request. Your request will be reviewed and we will contact you as soon as possible.

Please ensure your ticket has all relevant information. Such as the user(s) or device(s) experiencing the issue, when the issue started, and any error messages or relavant screenshots. As well as an extension or phone number to reach you. Tickets submitted without this information will may result in delayed resolution time.

To update this service ticket please reply directly to this email. Our team will be notified upon your update.

Thank you,
iT Pilots Support
Help@itpilots.com
www.ITPILOTS.COM

Ticket #:   20110   Status: New
Summary: Please provide me access to the expense reports folder.
Detail: Mon 6/11/2018/1:16 PM UTC-04/ Mitch user mitchnewman@gmail.com (email)
             Hi, I need access to expense reports folder.

When your ticket is updated:

You will receive an email that looks like this: below:

--REPLY above this line to respond--
This ticket has been updated by Mitch Newman

Hi Joe,
I Have cc'ed your manager for approval, They need to reply to this email to approve.
Joe, can you please provide the full path to the folder you need access to?

Thanks,
Mitch

Full ticket details

Ticket #20110

Ticket:	Please provide me access to the expense reports folder.
Status:	Approval Required
Company:	XYZ Test Company
Contact:	Joe Example
Phone:	
Address:	123 Main Street
	Tampa, FL 33618

Discussion:

Mon 6/11/2018/1:20 PM UTC-04/ Mitch Newman (time)-
Hi Joe,
I Have cc'ed your manager for approval, They need to reply to this email to approve.
Joe, can you please provide the full path to the folder you need access to?

Thanks,
Mitch

Mon 6/11/2018/1:16 PM UTC-04/ Mitch user mitchnewman@gmail.com (email)
Hi, I need access to expense reports folder.

--REPLY above this line to respond--
This ticket has been updated by Mitch Newman

Hi Joe,
I Have cc'ed your manager for approval, They need to reply to this email to approve.
Joe, can you please provide the full path to the folder you need access to?

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Mitch

Mon 6/11/2018/1:16 PM UTC-04/ Mitch user mitchnewman@gmail.com (email)
Hi, I need access to expense reports folder.

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You can reply to these emails at any time to update your ticket or ask for an update. Your response will automatically be added to the ticket details.

Please note:

All replies from the ticketing system will come from this address, ensuring all communication and updates are logged in the ticket. To aid with this *please do **NOT** email or text message any technicians directly, if someone is away/busy this will delay the support request.*

ALL requests and questions should be directed to **help@itpilots.com** or through the iTPilots icon.

Support will not be provided if an email is sent to the technician directly.

If you have any questions, please feel free to email us at help@itpilots.com.

Thank you!