

HOW TO GET HELP

Need IT help? Here's how to reach us.

There are three easy ways to open a support request (we call it a "ticket"). Pick whichever one feels easiest for you. Every request goes to the same Paradox help desk team.

Option 1



Send an email

Best for most problems.
You'll get an email back
confirming we received it.

**helpdesk@
paradoxtechservices.com**

Option 2



Call us

Best for urgent problems
or if you can't use your
computer.

**361-225-1559
210-239-3988**

Option 3



Use the icon on your computer

Click the black **Paradox**
"P" icon near your clock
and fill out a short form.

**Bottom-right corner of your
screen**

Is it urgent? If nobody can work, you can't get into your computer, or
 you think you clicked on something suspicious, **please call us** instead
of emailing.

Tell us these 4 things

- **Who you are:** your name and company
- **What's wrong:** in your own words
- **When it started** and if anything changed
- **Best way to reach you:** phone or email

Helpful, but not required

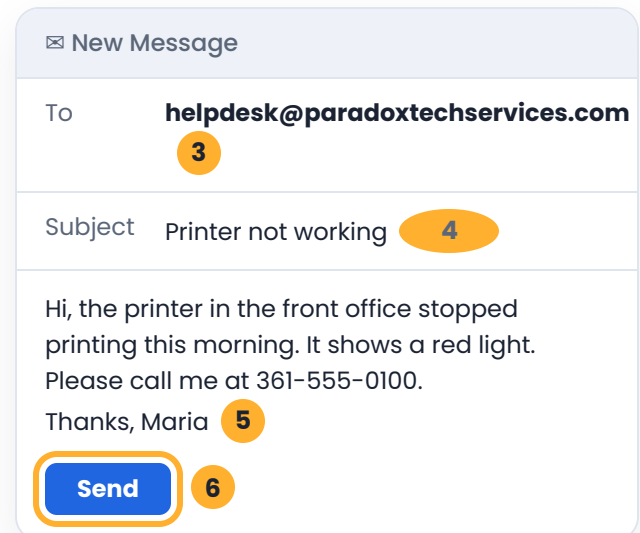
- Any **error message** you saw
- A **picture** of the screen (see page 6)
- Whether it affects **just you or others**
- Good **times to reach you**

OPTION 1

Send us an email

Use the email program you normally use (Outlook, Gmail or your phone). Follow these steps:

- 1 Open your email**
Open Outlook, Gmail, or the Mail app on your phone, the same way you normally read email.
- 2 Start a new message**
Click the button that says **New Email**, **New Message** or **Compose**. It's usually in the top-left corner.
- 3 Type our address in "To"**
Click in the **To** box and type:
helpdesk@paradoxtechservices.com
- 4 Write a short subject**
In the **Subject** box, type a few words about the problem, like *"Printer not working"*.
- 5 Describe the problem**
In the big box, tell us what's wrong, when it started, and the best phone number to reach you.
- 6 Click Send**
Click the **Send** button. That's it!



✉ New Message

To **helpdesk@paradoxtechservices.com** **3**

Subject Printer not working **4**

Hi, the printer in the front office stopped printing this morning. It shows a red light. Please call me at 361-555-0100.

Thanks, Maria **5**

Send **6**

What happens next

Within a few minutes you'll get an **automatic email back** from us. This is your **ticket acknowledgment**. It means we received your request, and it includes your **ticket number**.

Need to add more information? Just **reply to that acknowledgment email**. Please don't start a brand-new email for the same problem. **Didn't get it?** Check your Junk or Spam folder, or give us a call.

OPTION 2

Call the help desk

Calling is the fastest way to reach us for urgent problems, or when your computer isn't working well enough to send an email.

Call

361-225-1559

or call

210-239-3988

1 Get ready before you call

If you can, sit at the computer or device that has the problem. It's much easier for us to help when you can see the screen.

2 Dial one of the numbers above

Either number reaches the Paradox help desk.

3 Tell us who you are

Give your **name**, your **company**, and the **best number to call you back**.

4 Explain the problem in your own words

You don't need technical terms. "My email won't open" or "The screen is frozen" is perfect. Tell us when it started and what you were doing.

5 Follow along with the technician

We may ask you to click a few things, or ask permission to connect to your computer remotely so we can fix it for you.

6 Write down your ticket number

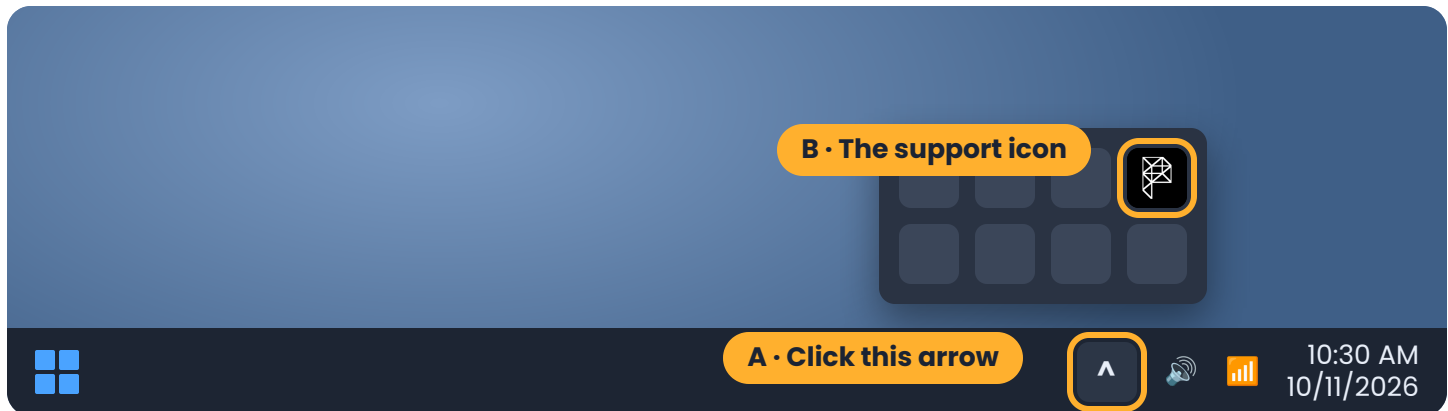
We'll create a ticket for your call. Keep the ticket number handy in case you need to call back about the same issue.

Leaving a voicemail? Please say your name, company, phone number and a short description of the problem. Speak slowly, and repeat your phone number twice.

OPTION 3 · PART 1

Find the support icon on your computer

Your work computer has a small support icon near the clock. Clicking it opens a short form that sends a request straight to our help desk.



This is the icon to look for. On your screen it will be small, about the size of the other icons near the clock. (Illustration only; your screen may look slightly different.)

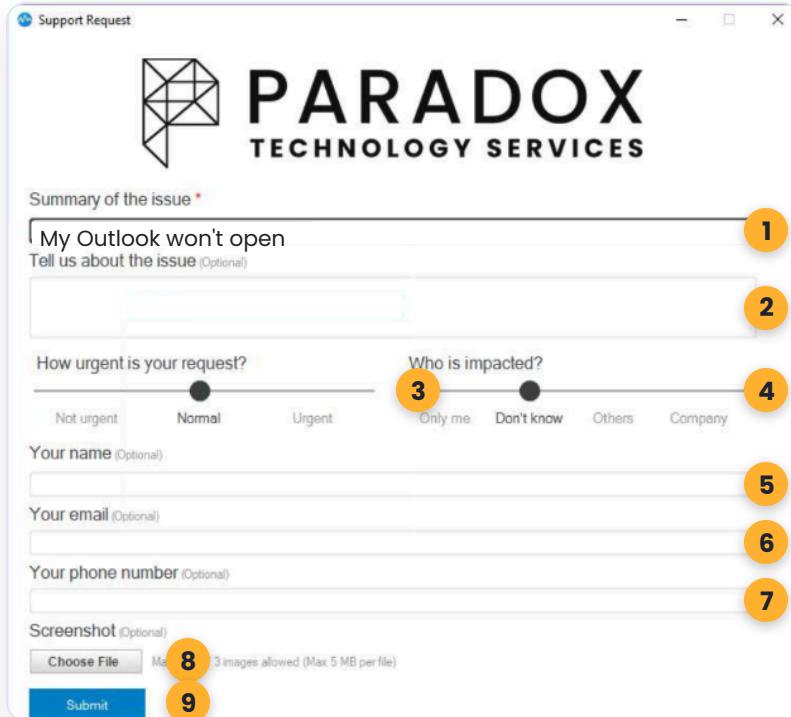
- 1 Look at the bottom-right corner of your screen**
Find the **clock** (the time and date). This strip along the bottom of the screen is called the **taskbar**.
- 2 Click the small up arrow  next to the clock**
It's labeled **A** in the picture. A small box of extra icons will pop up. (If you already see the support icon on the taskbar, skip this step.)
- 3 Find the Paradox support icon**
It's a **small black square with a white "P"** (labeled **B**, and shown larger above). If you're not sure which one it is, rest your mouse pointer on each icon for a second and its name will appear.
- 4 Click the icon to open the support form**
If a small menu appears instead, click the option to **request support**. The **Support Request** window with the Paradox logo will open. Go to the next page.

Can't find the icon? Please restart your computer once, as it may need a reboot to appear.
Still don't see it? No problem. Just email or call us instead.

OPTION 3 · PART 2

Fill out the Support Request form

Only the first box is required. Everything else is optional, but the more you tell us, the faster we can help.



The screenshot shows a web browser window titled "Support Request" with the Paradox Technology Services logo. The form contains the following elements:

- 1** Summary of the issue (required): A text box containing "My Outlook won't open".
- 2** Tell us about the issue (Optional): An empty text box.
- 3** How urgent is your request?: A slider between "Not urgent" and "Urgent", currently set to "Normal".
- 4** Who is impacted?: A slider between "Only me", "Don't know", "Others", and "Company", currently set to "Only me".
- 5** Your name (Optional): An empty text box.
- 6** Your email (Optional): An empty text box.
- 7** Your phone number (Optional): An empty text box.
- 8** Screenshot (Optional): A "Choose File" button.
- 9** Submit: A blue button at the bottom left.

- 1 Summary of the issue (required)**
Click in the box and type a few words, like "Outlook won't open".
- 2 Tell us about the issue**
Describe what happened, when it started, and any error message.
- 3 How urgent is it?**
Click the dot and slide it to **Not urgent**, **Normal** or **Urgent**.
- 4 Who is impacted?**
Slide the dot to **Only me**, **Others** or the whole **Company**.
- 5 Your name**
- 6 Your email** so we can send you updates
- 7 Your phone number** so we can call you
- 8 Screenshot (optional):** click **Choose File** to attach a picture of the problem. Up to 3 pictures.
- 9 Click Submit**
Your request is sent to the Paradox help desk.

Tip: To move to the next box, you can click inside it with your mouse, or press the **Tab** key on your keyboard.

After you click Submit, a ticket is created for our team. If you entered your email address, watch for an email from us with your ticket number.

HELPFUL TIPS

How to take a picture of your screen

A picture of the problem (called a "screenshot") helps us fix things faster. Here's the easiest way on a Windows computer:

- 1 Press three keys at the same time**
Hold down **Windows** and **Shift**, then tap **S**. The screen will dim slightly.
- 2 Draw a box around the problem**
Click and hold your mouse button, drag a box over the error message, then let go.
- 3 Paste it into your email**
Click inside the body of your email and press **Ctrl** + **V**. The picture will appear.

Using the support form? After step 2, a small notice pops up in the corner. Click it and choose **Save** so you have a picture file to attach with **Choose File**. You can also just take a photo of the screen with your phone and email it to us.

What happens after you contact us

- 1 We get your request**
A ticket is created and you receive a ticket number.
- 2 A technician reviews it**
We may call or email you with questions.
- 3 We fix the problem**
Often remotely, or on-site if needed.
- 4 We confirm it's resolved**
You'll hear from us before the ticket is closed.

Please do

- Use **one ticket per problem**
- **Reply** to our emails to add details
- **Call us** if it's urgent

Please don't

- Share your **password** by email
- Click links in **suspicious emails**. Forward them to us instead.
- Restart over and over. Tell us first.