

# TECH PROBLEM? HERE'S WHAT TO DO:

## 1. Are you inquiring about an EXISTING ISSUE?



### YES.

Please have the existing ticket number handy so that we can provide you with the best service.



### NO.

Please have handy:

- A good contact phone number;
- Your IP address;
- Your office's physical address;
- Details about your issue;
- Files, screenshots or other helpful items.

## 2. Is your issue URGENT or HIGH PRIORITY, or is it before or after regular business hours, 7 a.m.-5 p.m.?



### NO.

Submit a ticket by visiting the [OTS website](#) and clicking on *Customer Service Ticket Portal* OR call the Service Desk at 225.219.6900 or 844.219.6900.



### YES.

Please call the OTS Service Desk at 225.219.6900 or 844.219.6900.

### A Few Tips:

- Please create only one ticket per issue, as multiple tickets slow down the solution process.
- Please return calls or emails from OTS Support Tech as soon as possible.
- If your problem will require a visit from a tech, please make sure you will be in your office.

*Thank you from the OTS Staff!*