



Your Technology Advisor

How Best to Communicate with TeamLogic IT of Cincinnati

Call (513) 574-3400.

You can always call us, someone will answer the phone between 8:00 am – 6:00 pm Monday - Thursday, 8:00 am – 5:00 pm Fridays. You will get an auto-attendant afterhours, weekends and holidays. During normal business hours there is always someone available to provide you with Help Desk Support and Remote Control Access. Outside normal business hours there is a way to contact us in an emergency.

Please do not call individual Technicians cell phones or Text them, they may be at a client site, sick, on vacation or even no longer work for TeamLogic IT of Cincinnati.

Email: CincinnatiSupport@TeamLogicIT.com

This sends an email to a ticketing system that is designed to better serve you. The subject for the email you send is the ticket title and the body of the email are the ticket details for the issue or support request. You will get a reply to the email letting you know that we have received the email and you can also reply to the email to add additional comments to the ticket. In order to keep the history of the ticket please reply to the email rather than sending a new email as this will create a new ticket. You may get updates to the ticket via email as we progress through the process of resolving your issue. You will get an email letting you know the ticket is complete.

You should not send computer related issues or requests to individual TeamLogic IT email addresses or CincinnatiWest@TeamLogicIT.com as there is no guarantee that it will get addressed in a timely manner and you will not get an automated response to those emails.

Please make sure everyone in your company has this information and please give a copy of this to all your new employees as part of their onboarding process. We do not have individual email addresses for everyone in your company and it is essential that all users send requests to CincinnatiSupport@teamlogicit.com.

More and more emails are getting routed to junk mail and are falling through the cracks; if you send a request to CincinnatiSupport@teamlogicit.com with a subject and detailed description in the body of the email this should not happen. If you don't get a response to the email, it is an indication that we did not receive the request and at that point you can contact us at 513-574-3400 to make sure we are aware of your request.

The CincinnatiSupport@teamlogicit.com email is monitored 24/7 and creates tickets automatically. Using this email will help ensure support issues don't fall through the cracks and are addressed in a timely fashion.

If your request is very important or an emergency, we recommend you call and send an email to make sure we know the importance.



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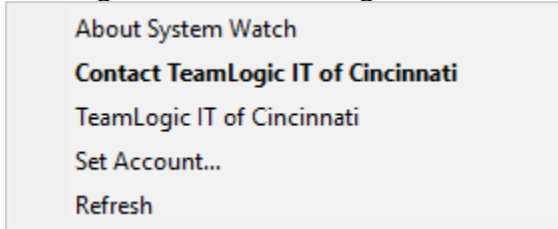
Email: CincinnatiWest@TeamLogicIT.com

If you would like to send in information or have a question you can send an email to CincinnatiWest@TeamLogicIT.com. Using this address sends an email to everyone working for TeamLogic IT of Cincinnati, but this email does not get monitored for support issues and if you need immediate attention you should use another method to contact TeamLogic IT of Cincinnati. You should not send computer related issues or requests to individual TeamLogic IT email addresses or CincinnatiWest@TeamLogicIT.com as there is no guarantee that it will get addressed in a timely manner and you will not get a response to those emails.

TeamLogic IT icon on your Computer

Click on up arrow  in system tray to show hidden icons

Then right click on TeamLogic IT icon  to bring up pop up



Choose **Contact TeamLogic IT of Cincinnati** and fill out screen and Submit



SUPPORT

Name *

First

Last

Your Email Address *

Please Enter Your Email Address

Subject *

Please enter Subject - This will become the title for the ticket that gets created.

Support Issue *

Please enter details about the support issue you are experiencing.



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How Best to Communicate with TeamLogic IT of Cincinnati

TeamLogic IT Client Portal

The TeamLogic IT Client Portal is a tool designed to facilitate communication and cooperation between you and TeamLogic IT.

The Client Portal is a secure web portal through which TeamLogic IT and you can collaborate on tickets and projects, service desk operation, and even portal administration tasks. Please contact TeamLogic IT if you would like access to the Client Portal and setup training.

The screenshot shows the TeamLogic IT Client Portal dashboard. At the top, there is a navigation bar with 'HOME', 'TICKETS', 'PROJECTS', and 'REPORTS'. Below this is a search bar with a 'SEARCH' button and a 'Ticket' dropdown. The main content area is divided into several sections:

- TICKETS**: A summary section with a 'NEW TICKET' button and three metrics: 5 open tickets, 0 new tickets, and 0 waiting my approval. Below this, it shows 23 tickets where I am contact, 1 created by me, and 0 waiting my feedback.
- OPEN TICKETS**: A list of tickets with columns for ID, description, and status. The list includes: T20181012.0001 (Test support Request - Support For Jon Colvin... - New Email Ticket), T20180828.0010 (Patch Management - In Progress), T20180518.0002 (Evaluate Auvik - In Progress), T20180329.0001 (IT Glue - In Progress), and T20180130.0004 (Inventory management for office - Waiting). A 'VIEW ALL >' link is at the bottom.
- TICKETS CREATED & COMPLETED BY MONTH**: A bar chart showing the number of tickets created and completed from May 2018 to Oct 2018. The legend indicates 'Created' (light blue) and 'Completed' (dark blue).
- OPEN TICKETS BY REQUEST TYPE**: A circular gauge showing 5 tickets, with a legend for 'Other - 5'.