



How to Request Support Services

At Miles Consulting Corp., we are committed to providing fast and efficient resolution of your issues. Below are instructions on how to submit a request for support.

Support via Email:

Send an email to support@MilesConsultingCorp.com

Type a **brief description** of the problem in the subject line.

Example: *Computer cannot connect to network.*

In the body of the email, please type in a **detailed description** of the problem. Be sure to include as much information as possible such as error messages, what you were doing when it happened, if a new component was recently added, or any information you feel would be helpful.

Example: *One computer cannot connect. All other computers are connected. We loaded a new firewall update and now the computer will not connect to any other computers in our network or the Internet.*

Send the email. Within a few minutes, you should receive a confirmation email. This email verifies we have received your request and your submission was successful.

A trouble ticket will automatically be created in our database from your email. The email you receive back will contain the ticket number assigned to your case and list the details as you provided.

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Thank you for submitting your support request to Miles Consulting. We have received your request and logged it to our database. A technician will begin working on this ticket shortly. If you have an emergency, please contact us at 866.844.5055.

For tracking purposes we have assigned this ticket an ID. Please reference this ID on any further emails or telephone calls so we can better serve you.

Ticket ID: BFT-74377-536
Your email address: mdhyde@hotmail.com

[-----]
Issue Submitted: Computer not connecting to network

Description of Issue:
We installed a new software firewall on one computer and now it cannot communicate with the network. All other computers are fine. We need someone to troubleshoot this so we can have this computer connect to other computers and the internet. Thanks, Mike
[-----]

Thank you for using Miles Consulting Support Services.

MCC Support Services Team
support@milesconsultingcorp.com
866.844.5055
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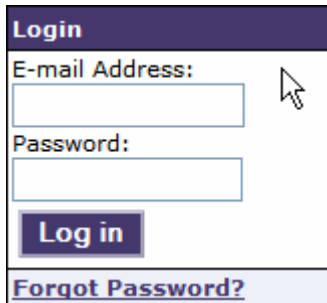
If you would like to provide your technician with additional information or want to ask a question, you can reply to the confirmation email to ensure that the appropriate technician gets your response. The email subject provides a special tracking number that is very important. Please do not modify that number, otherwise your ticket might get misplaced or not reach the appropriate technician.

Support via the Web:

Visit our website: <http://support.milesconsultingcorp.com>

Logging In

Our support website provides our clients with a web interface for managing your tickets. You can enter new tickets, monitor tickets, update tickets, and more.



The screenshot shows a login form with a dark blue header containing the word "Login". Below the header are two input fields: "E-mail Address:" and "Password:". A mouse cursor is positioned over the "E-mail Address:" field. Below the input fields is a dark blue button labeled "Log in". At the bottom of the form is a link labeled "Forgot Password?".

To begin using our support website, please login with your assigned username (your email address) and password. If you do not have a username or password or are unsure what it is, please contact a support technician at 866-844-5055.



TIP: If you do not remember your password, but have an account, please click "*forgot password?*" Enter your email address to have your password emailed to you.

The page will change and now indicate you are **logged in**. After you have logged in to the site, you can submit a new ticket, manage your account, and track any tickets you have opened.

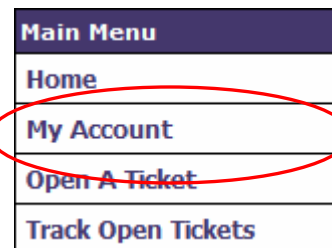
Managing My Account Information

To access your account information, click on "**My Account**" from the main menu. Inside you can update important account information such as name, address, phone numbers, and more. In addition, this is where you could change your password. It is important to keep your account information as current as possible so that our technician always have the latest contact information for you.

Reporting a Problem / Submitting a Ticket

To report a problem to our technical staff, please click "**Open A Ticket**" from the main menu.

Next you will be asked what type of ticket you need to submit (ex. Bugs, Sales, Support). Please choose an option that best matches the subject area of your question.



The screenshot shows a "Main Menu" with four items: "Home", "My Account", "Open A Ticket", and "Track Open Tickets". The "My Account" item is circled in red.

After selecting your ticket type, please type a **brief description** of the problem in the subject line area.

Example: *Computer cannot connect to network.*

In the body section, please type in a **detailed description** of the problem. Be sure to include as much information as possible such as error messages, what you were doing when it happened, if a new component was recently added, or any information you feel would be helpful.



Example: *One computer cannot connect. All other computers are connected. We loaded a new firewall update and now the computer will not connect to any other computers in our network or the Internet.*

After you have typed in your information. Please click on the **Send Ticket** button.

Send Ticket

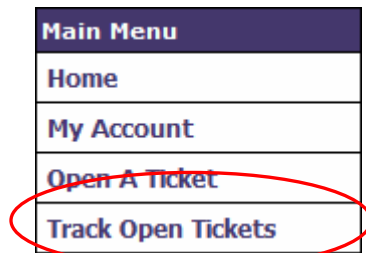
After submitting your ticket, you will be taken to a confirmation page. In addition an email will be sent to you confirming the ticket has been submitted.



TIP: You do not have to login to the support website to respond or add information to your ticket. You may just reply to the confirmation email you received.

Tracking My Tickets

To track your open tickets or to make changes to an open ticket, please click **Track Open Tickets** from the main menu.



Inside you can view all of your tickets, and there status. This allows you to monitor your progress, update your tickets with additional information, and communicate with your technician.

Track Open Tickets	
The following is a list of tickets you are currently a requester on. Click on a ticket ID or subject for a detailed ticket history. NOTE: It may take a few minutes for a new ticket to appear in the list.	
ID	Ticket
AGT-45098-179	Computer cannot connect to network , (new) Agent reply! Last Msg: Tue, Nov 23 2004 07:09 pm Eastern Standard Time Opened: Tue, Nov 23 2004 07:10 pm Eastern Standard Time
JPU-45406-739	Design - Redo http://www.playerspub.net/ (fixed) Agent reply! Last Msg: Wed, Sep 15 2004 01:34 am Eastern Daylight Time Opened: Mon, Aug 30 2004 11:05 pm Eastern Daylight Time
MIZ-99964-470	Self Registered Users added to Wrong Acct (info needed) Agent reply! Last Msg: Tue, Jul 27 2004 02:08 pm Eastern Daylight Time Opened: Fri, Mar 12 2004 06:06 pm Eastern Standard Time
AKN-61240-940	SR1/SR19C Needs Integration (new) Agent reply! Last Msg: Sun, Feb 29 2004 03:25 am Eastern Standard Time Opened: Sun, Feb 29 2004 03:25 am Eastern Standard Time

To view more details about a ticket, just click on the ticket **ID** or the **problem description**. Once the ticket is displayed you will have the option to update the ticket.

Support via Telephone:

Our phones are answered 24 hours a day, 7 days a week, 365 days a year by a live person. To contact us, please call toll free **866-844-5055**.