



Using the K² Technologies Trouble Ticket System

Rev. 012009

The K² Technologies Trouble Ticketing system is the fastest and easiest way to contact the K² Technologies technical support. This guide will assist you in how to create a trouble ticket.

If you are experiencing a network outage, please do not hesitate to call our office at (307)686-3025.

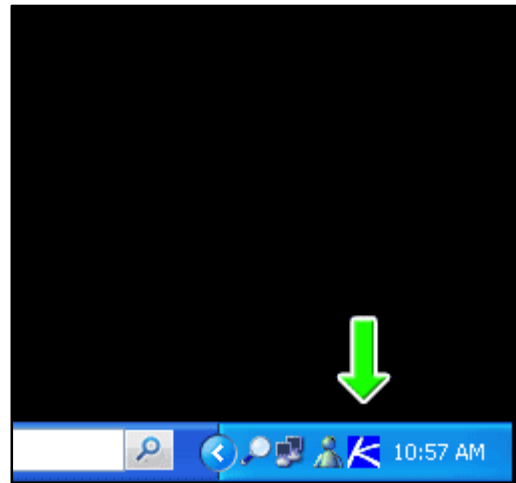
To begin, please make sure you are on the computer which you will be using most of the time.

Step 1: Creating a Profile

A profile will allow you to automatically populate contact information whenever you need to create new trouble ticket from this machine.

To create a profile:

1. Double click on the “K” symbol located at the bottom-right corner of your screen.
2. On the window that comes up, click on the “Change Profile” link on the left menu.
3. Enter in the contact information and click the green arrow button.



Step 2: Creating a Trouble Ticket

Trouble tickets inform our technicians of a problem on your computer. This is easier than calling in, as our technicians will immediately know which machine you are on and have a detailed description and history of that machine as soon as the ticket is created.

To create a trouble ticket:

1. Double click on the “K” symbol located at the bottom-right corner of your screen.
2. Click on the “Create New Ticket” link on the left menu.
3. Fill in a summary of the issue you are having in the “Summary” box.
4. Enter details in the “Note” box
5. Click the “Submit” button



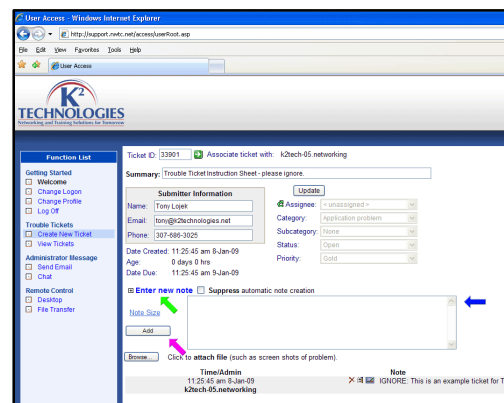
You will notice that an e-mail has been sent to you with the details of the trouble ticket. Whenever an update has been made to the ticket, you will receive a new e-mail message with the details. To reply to our notes, or provide additional information, you can simply reply to this e-mail and your message will be automatically added to the ticket notes.

Viewing Trouble Tickets

Once you have a ticket created, you will be able to view any notes, progress, and status of the ticket by entering the “View Tickets” area.

To view tickets:

1. Double click on the “K” symbol located at the bottom-right corner of your screen.
 2. Click on the ticket summary that you would like to view.
- On the following screen, you will be able to see any notes that the technicians have left for you, what technician is assigned to the issue, and add any notes that are relevant to the issue.
 - You will be able to differentiate between your notes and a technician’s note by the name in the comments. Your comments will be displayed as the name of your computer, whereas the technicians are listed by their name. It is possible to have more than one technician working on your issue at the same time if the issue is complex.



Our technicians are capable of fixing many of the common problems remotely without any interaction on your side. This is a convenience that many of our customers appreciate, as they can simply fill out a ticket and continue with their normal tasks while we fix the problem in the background.

Should a technician need to remotely take control of your computer, they will contact you and set up a time that would be best for you.

If you have any questions, please feel free to call 307-686-3025 or email support@nwtc.net.