



What is a Ticket?

Support tickets are more than just a way to ask for help. They tell us about your needs and problems and let us track, organize, and solve them as quickly as possible. An easy way to think of a ticket is like 911 but for tech issues.

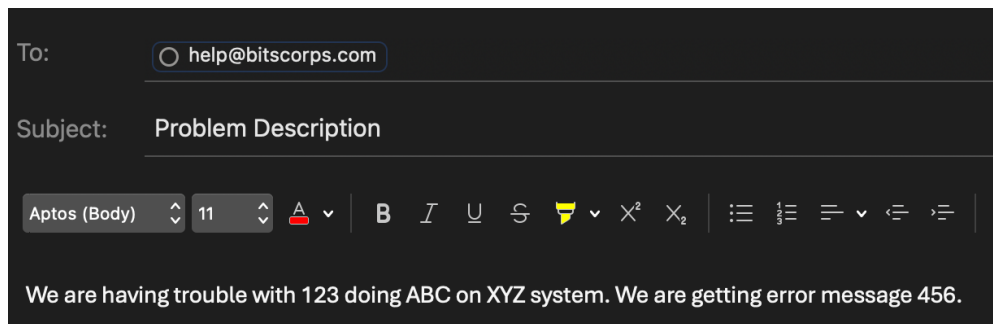
We try to meet our clients where they are and make everyone's lives easier, so we provide many methods to contact us, but we also have some limitations. Please read below:

How to contact us:

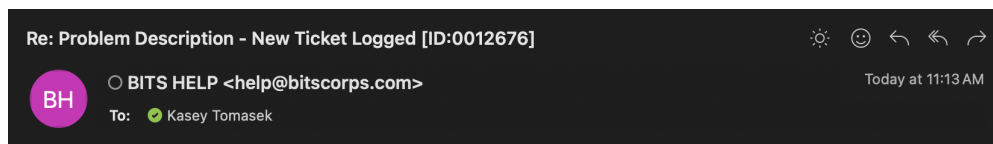
Use one of the options below. Sending an Email or using the Client Portal will automatically enter a ticket and email you, and we will create one for you for Calls or Texts.

1. Send an Email: help@bitscorps.com

- **When to use:** For all standard changes or requests. For emergencies like cyber incidents or outages, *please call us immediately*.
- **What to do:** Email us about your need or problem. Provide a description and details for any device(s) or employee(s) this problem affects.



- **How it works:** Your email should automatically create a ticket. Our team will triage it by criticality and follow up, usually by email or with a call. If you have questions or need to send us updates, just reply to our automated email.



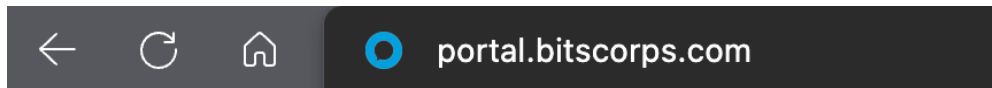


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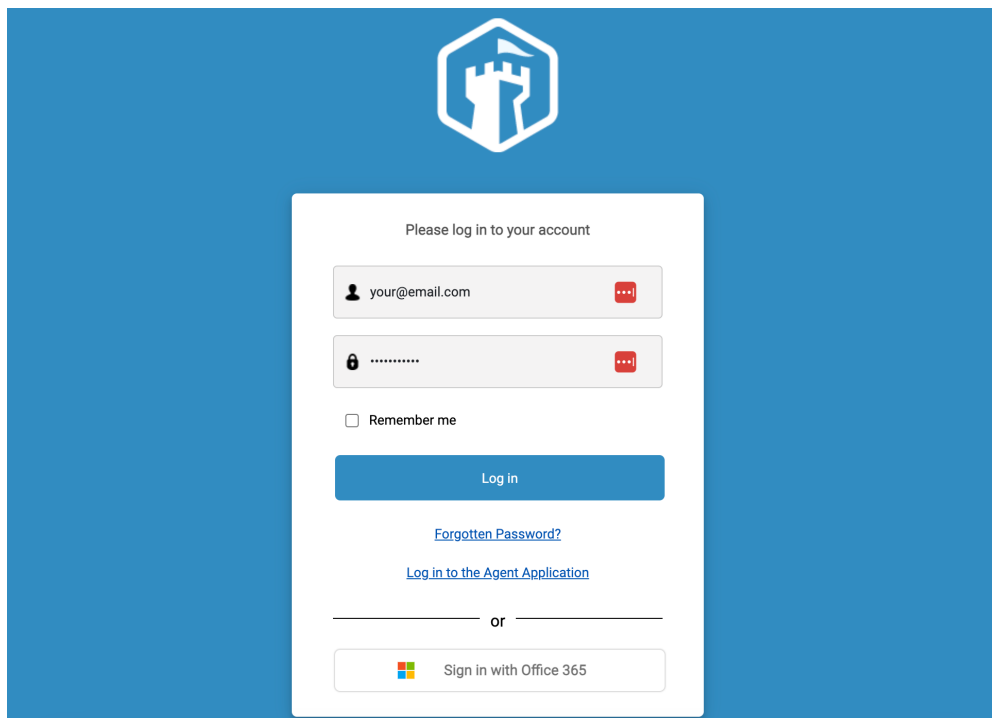
SECURITY & SUPPORT SOLUTIONS

2. Use The Client Portal: portal.bitscorps.com

- **When to use:** For all standard changes or requests. For emergencies like cyber incidents or outages, *please call us immediately.*
- **What to do:** Visit our client portal website, log in with your email, and follow the on-screen prompts to complete your ticket.



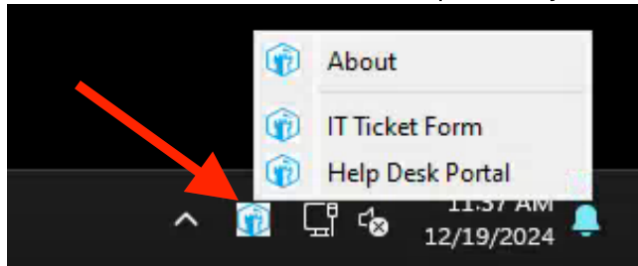
- **How it works:** This is a self-service webpage with options for creating or viewing tickets, and much more. *Let us know if you need access.*





3. Use Our Desktop App:

- **When to use:** For all standard changes or requests. For emergencies like cyber incidents or outages, *please call us immediately.*
- **What to do:** This app is installed on every computer we manage. Find it in your taskbar and left click it to select the best option for you.




- **How it works:** This is a self-service webpage with options like creating or viewing tickets, and much more. (*Just let us know if you need access.*)

Send support request

Subject: Problem Description

Body: We are having trouble with 123 doing ABC on XYZ system. We are getting error message 456.

Images: 

Take screenshot
Paste from clipboard
Attach image file

First Name: FIRST

Last Name: LAST

E-Mail: your@email.com

Phone: 555-555-5555

Send Cancel



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4. By Call / Text To: [903-689-2004](tel:903-689-2004)

- **When to use:** We need our phone lines free to address major events, such as cyber incidents or widespread outages.
- **What to do:** Call the number above and **select an option**. If we can't answer, please **leave a message**. You can also send us text messages.
- **How it works:** Calls or Texts are meant for urgent or wide-scale situations, like when your company or office can't access email or websites. Our whole Help Desk team shares access to these and can help as available.
- **By Messaging us,** I consent to receive SMS from **Business IT Service Corps, LLC**. Reply STOP to opt-out; Reply HELP for support; Message & data rates may apply; Messaging frequency may vary. Visit <https://bitscorps.com/privacy-policy> to see our privacy policy and <https://bitscorps.com/terms-and-conditions/> for our Terms of Service."

How NOT to contact us:

The following methods can disrupt our team, resulting in missed communications or mishandled tickets. **They are prohibited and should never be used.**

🚫 **DO NOT email staff directly.** We get hundreds of emails daily. Emails to staff will not create a ticket, will not be tracked, and can easily be missed.

🚫 **DO NOT text team members.** Just like emails, texts to our private numbers do not create tickets in our system and can disrupt our daily work.

🚫 **DO NOT send us chat messages.** Like email and text messages, chat messages do not create tickets in our system, and these communications may be lost or ignored.

IMPORTANT NOTICE: Using these “DO NOT” methods above may result in your request being considered as an **emergency request** and billed at our hourly rate.