

How to Open a Support Ticket with AltTechGroup

OPTION 1

> Open up your browser (Internet Explorer, Google Chrome, Firefox etc) and connect to

http://HelpDesk.AltTechGroup.com

You will be directed to the page below where you will have an option to Submit a request. Click on the "Submit a Request"

→ C C https://alttec	- chgroup.zendesk.com/hc/en-us	
	AltTechGroup	Submit a request Sign in
	Q sarch	
	IT Solutions for Your Business The AltTechGroup provides IT Integration and support solutions for businesses of any size. Whether you are a small business without an IT staff, or a medium to large organization that needs to augment or elevate its intermal IT staff, we can customize a solution to meet your needs. Give us a call today, (617) 674-2299.	
	FAQ Announcem	ients

Fill out the request form with all information needed and submit the ticket. This request will hit our internal ticketing systems and our staff will start to work on the request. This new Platform will give you the ability to supply attachments if needed.



The Alternative II Provider	Submit a request Sign in
AltTechGroup > Submit a request	Q Search
Submit a request	
Your email address	
Subject	
Description	
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Please enter the details of your request. A member of our support staff will respond as soon as possible.	
Attachments (optional)	
Add file or drop files here	

OPTION 2

- Send an email to HelpDesk@alttechgroup.com
- > Once this email is sent it will be directed to our internal ticketing system.