How to Open a Support Ticket with AltTechGroup
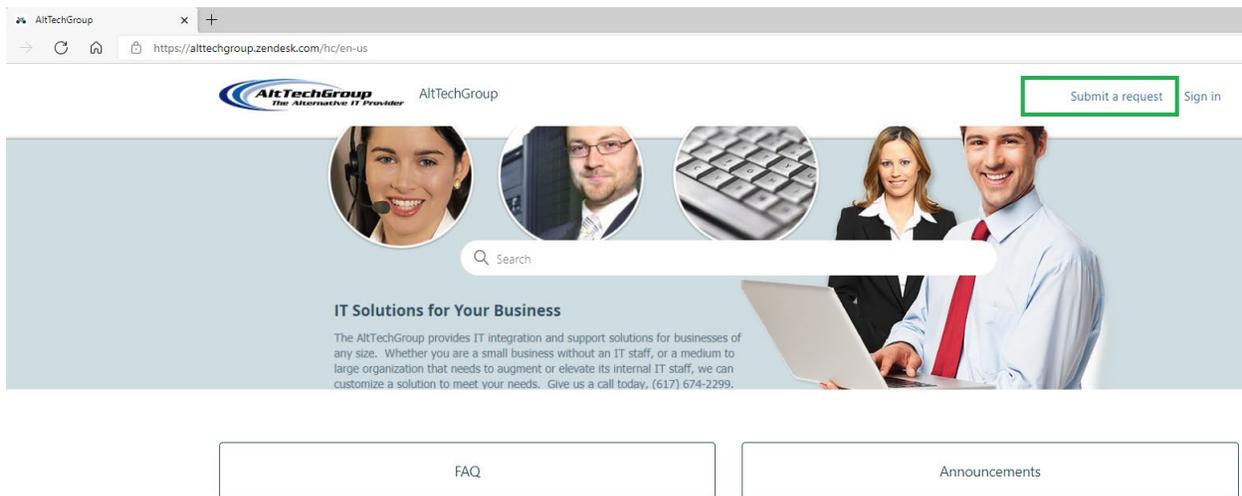
OPTION 1

➢ 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"**

➢ 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.

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

Submit

OPTION 2

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