

# Simplifying communications. Streamlining success!



## Introducing the Tech Orchard Support Portal and Auto-Ticketing

With so much to do and so little time to do it, we're constantly searching for ways to improve our processes and help our clients automate theirs. To kick off 2020, we're pleased to announce two new support services to help us collectively conduct business better!

### Tech Orchard Support Portal

We've released a new support portal that will allow you to communicate with our technicians in an efficient and personable manner. By gathering historical data of our interactions and evaluating that data, we look forward to amplifying our ability to address your current and future needs.

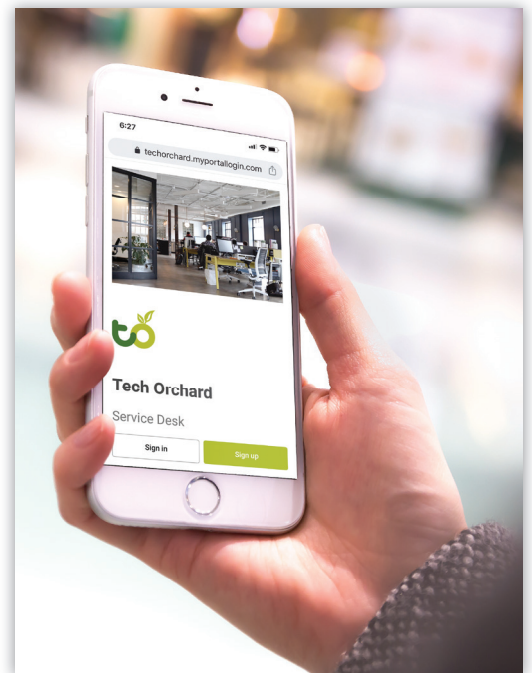
To get started, visit the **Tech Orchard Support Portal** and choose "Sign Up." Complete the registration form. Then, choose "Sign In" from the main screen, select your associated Company Name and you're all set! Within the portal, you can quickly and easily:

- Check the status of a current ticket
- Review past tickets for your Knowledge Base
- Add multiple Administrators for your support account
- View your Company's growing relationship with Tech Orchard

### Auto-Ticketing

Additionally, clients now have the option to send an email to [servicedesk@techorchard.com](mailto:servicedesk@techorchard.com) to have a support ticket automatically generated. Automated notifications will alert your organization regarding ticket statuses, historical correspondence and future actions to be taken.

If your organization has any questions or needs assistance with these new capabilities, please email [servicedesk@techorchard.com](mailto:servicedesk@techorchard.com) with the subject line "Portal Login Assistance" and a technician will respond as soon as possible.



**We look forward to helping you maximize the value of our partnership in 2020 and beyond!**