



## Methods to Contact Century's Managed IT Help Desk

### Submitting Help Desk Tickets Via Email

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Email is the fastest and easiest way for anyone in the organization to submit a help desk ticket. Anyone can submit tickets via email by doing the following:

- Send an email to [helpdesk@cbsconnect.com](mailto:helpdesk@cbsconnect.com) from your organization issued email account.
- Enter a summary of the problem in the subject line of the email
- Enter a detailed description of the problem in the body of the email
- Attach any pertinent documents to the email, the same way you'd attach files to a regular email. This can be anything that helps us such as a screen shot, problem document

### Submitting Help Desk Tickets Using the Desktop Agent

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Tickets can also be created in the Desktop Agent. This allows users to submit tickets using the agent installed on their local device.

1. Open the Agent on the computer by double-clicking on the Century Icon.
2. Select Tickets tab
3. Click New Ticket
4. Complete the Ticket Title and Description Fields
5. Click OK to submit the ticket.

You can view open tickets and track their activity in the Tickets tab.

### Submitting Help Desk Tickets via Phone:

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Please call us to submit a ticket as well! You can speak to one of our friendly help desk specialists who will record your ticket, obtain more details if needed and escalate tickets requiring higher tiered support. Anyone can submit tickets via phone by doing the following:

- Call us at (949) 705-0283
- Monday –Friday 8:00 am – 6:00 pm

Please note: Calling technicians directly does not constitute as a valid ticket and may not adhere to the same SLA