



HOW TO OPEN A SUPPORT TICKET

Thank you for allowing The Solutions Team to supply support services to your organization. The Support Desk is staffed 8:00 am to 7:00 pm Monday through Friday, exclusive of generally recognized holidays. We have after hours support for emergency requests.

In an effort to process your request for support in a timely manner, we request that you send an email to support@mysolutionsteam.com. This automatically creates a Support Ticket in our Support Desk software, which allows us to track tickets and better resolve issues.

Another option to reach us is direct Internet access at <https://mysolutionsteam.com/support/>. See the next page for pictorial instructions.

In the event that you cannot send an email or access us via the Internet, please call our offices at 877-226-9478 option 2.

If call volume is high, it may be necessary to leave your name and number. Our Support Desk technicians will be notified of your call and call you back.

The Support Desk has an Escalation Process as follows:

1. If your issue cannot be resolved at the Support Desk level, your Support Ticket will be dispatched to a member of our engineering team.
2. Within 3 hours after your ticket is created, the engineer that has been assigned to your Support Ticket will contact you.
3. If you haven't heard from anyone after 3 hours, please call Todd Gooden, CEO @ 601-672-0330.

Thank you for the opportunity to serve you.

Click here to start a live Chat Session with a Support Technician



Support Tickets

We pride ourselves on our ability to fulfill rapid-response support to our customers. It is the cornerstone of our business, and in our opinion what separates us from our competitors.

As a Solutions Team valued customer, you can rest assured that immediate attention to your questions or needs is just a phone call or email away.

[CREATE A NEW TICKET](#)

[VIEW MY TICKETS](#)

Click this link to open a new Support Ticket and follow the instructions.

An administrator may view your organization's ticket history by clicking here. Please contact the Support Desk for credentials and instructions.

Get Support Over Chat

Chat Hours:
Mon - Fri 8am - 4:00 pm CST

[Start A Chat Session](#)

Get Support Over Phone

1-877-226-9478, Option 2

Representatives

Support agents currently available.

[Tracy Converse](#)

[Micheal Clark](#)

[Travis Thelen](#)

Join an Active Support Session

Already have a session key to join your representative? Enter your key in the box provided below and click submit

[Submit](#)

If you are in contact with a Support Technician you may be instructed to click that person's name to start an online Support Session.

If a Support Technician has provided you with a Session Key, please enter the Key in the block above and click "Submit".