
How to Submit a Support Ticket

Method 1:



Click on the JPCI HelpDesk icon on your desktop (we install it on EVERY system we set up). This will take you to our JPCI Support System website where you can create a support request. If the icon has gotten deleted, send us an email requesting that we place it back on your desktop.

Method 2:



Open any browser (Windows, Mac, iOS, Android, Linux... any browser will work) and go to <http://jpci.supportsystem.com>. This will take you to the same page that clicking on the desktop item does.

Method 3:

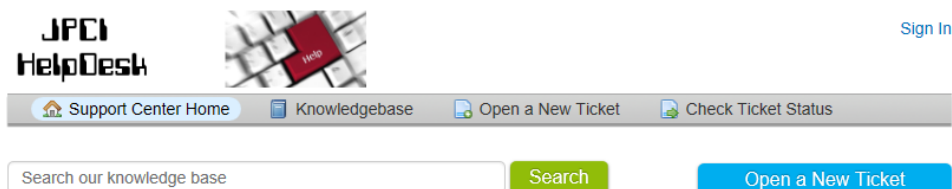


From your smartphone or tablet, scan the QR code on the computer's ID tag (every system managed by JPCI should have an ID tag with this code, the name of your computer and directions for getting tech support. If your PC does NOT have this tag, send us an email and we will print one out for you.

The tag looks like this:



Once you have brought up the JPCI HelpDesk page in your browser:



Click "Open a New Ticket"

Welcome to the Support Center

In order to streamline support requests and better serve you, JPCI uses a support ticket system. Every support request **REQUIRES** a ticket. For your reference we provide complete archives and history of all your support requests. A valid email address is required to submit a ticket (use one you can access if your system is totally down, or note a phone number to call if you have no email access at all).

Featured Questions

My PC is locked up... what do I do?

continue to the next page



Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Email Address *



Enter your work email address

Full Name *



Enter your name

Phone Number

Ext:



Enter a phone number we can call you at NOW

Help Topic



Select the closest priority and description

Ticket Details

Please Describe Your Issue

Issue Summary *



Briefly describe the problem (this is the ticket's title)

Details on the reason(s) for opening the ticket.

Use this optional field to add more details if you wish. If you are unable to access your email, this would be a good place to mention that so we know to call you after we reply to the ticket.

Drop files here or choose them

Click here to submit



Create Ticket

Reset

Cancel

You're done! We normally reply within 15 minutes unless we're slammed. If you have an emergency "business down" situation and haven't heard from us within 15 minutes, please follow up with a call to one of the office numbers:
(541) 410-2979 for Bend or (541) 410-2653 for Redmond