



Instructions for submitting a support request to Ariel IT Services

Support is available via email or phone.

## Submitting a Support Request to Ariel IT Services

### Information to Provide

When requesting support, please provide as much of the following information as possible:

1. A summary of the problem. For example: “I’m having trouble printing”, “I can’t connect to the Internet”, “I’m having trouble with Microsoft Office”, etc. If you’re able to email your request include the summary in the subject line of your email and send it to [support@arielitservices.com](mailto:support@arielitservices.com). The summary becomes the title of the ticket that is created for you.
2. The date and time the issue first occurred and as much information as you can remember about what you were doing at the time the issue occurred.
3. Let us know if the issue is affecting just you, others in the office or the entire office.
4. If you are receiving an error message, please include the error message you received. If you can provide screen shots showing the issue that will be extremely helpful.
  - a. To capture a screen shot in Windows touch your Windows Key and type in Snipping Tool. Select the tool to open it. Click New and follow the instructions. Select Edit / Copy and then paste the message into your email.
  - b. Mac users press Command-Shift-4 to capture a region on your screen. A file is saved to your desktop that you can attach to your email. See <https://support.apple.com/en-us/HT201361> for detailed screen capture instructions.
5. If your issue is urgent, please put “Urgent” in the subject line of your email or mention it in your voice mail.
6. If the issue can be reproduced, please provide detailed steps to recreate the problem.
7. If you call in and reach voicemail please provide your name, company, a callback number, email address and a timeframe when you can be contacted. If you are reporting for someone else, please provide us with the information to contact them directly.

### Option 1: Send request via email to [support@arielmis.com](mailto:support@arielmis.com)

For most situations, email is the best way to get your issue resolved. Our support email box is monitored between 8:00am and 5:00pm, Monday through Friday. When your email is received, you will receive an **automated** acknowledgement, which simply confirms that the support ticket is in our system.

If you have additional information to provide related to this issue, **please do so by replying to the acknowledgement email rather than sending a new email**. This prevents a second ticket from being created.

### Option 2: Call our Support Line (303-415-0266, Option 3)

If your issue is urgent, your unable to use your computer or you need help outside of business hours, please call our support line. **Be sure to leave a message** if you reach the support voicemail box. All voicemail messages are emailed to our technicians and monitored regularly during business hours. After hours support is “best-effort” and monitored by an on-call technician periodically. If you resolve your issue before your call is returned, we would appreciate a follow-up call to let us know.