SmartPath TECHNOLOGIES

How to quickly let us know when you have an issue

270-205-4709

www.smartpathtech.com

SmartPath Technologies, LLC
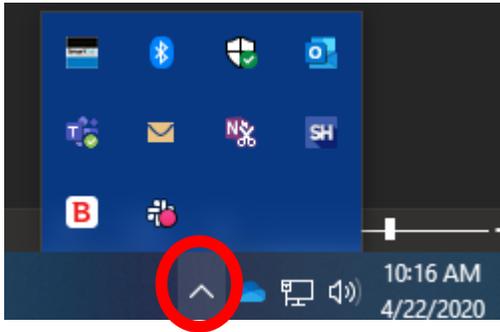
Step 1

Look in the right-hand portion of your screen near your clock for the Black, White & Blue SmartPath icon. You may need to click the ^ next to the clock to see the icon.

Step 2

Right click on the SmartPath icon. You'll see a menu similar to the one shown to the right. Left click on 'Take screenshot and request support'.

Take screenshot and request support
Request support
Open
WKNUC0719

Restart
About...

Support Request
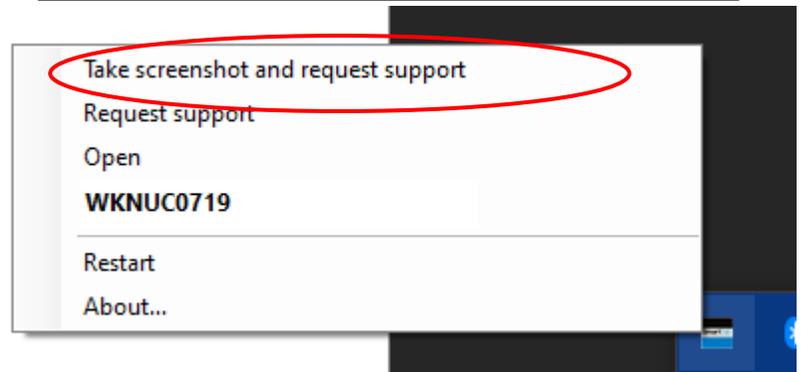
Endpoint Management

Summary of the issue *

Tell us about the issue *

How urgent is your request?
Not urgent — Normal — Urgent

Who is impacted?
Only me — Don't know — Others — Company

Your name *

Your email (Optional)

Your phone number (Optional)

Screenshot (Optional)

Choose File   Maximum of 3 images allowed (Max 5 MB per file)

20200422-102147.jpeg

Submit

Step 3

You'll now see a screen that looks like the one to the left.

Please give us a brief description or summary of the issue, any specific details about the problem (including steps to reproduce the problem if possible). Let us know the urgency of your request and who is impacted – yourself, yourself and others, the entire company, etc.

Include your contact information and click the blue submit button.