

Submitting a Support Request



SYAND SUPPORT AGENT

Installed On Your Computer

WHEN TO USE

- Reporting an issue with the PC or Mac you are currently using.

HOW?

1. Right-Click on the SYAND system tray icon  in the lower right corner of your screen.
2. Select Request Support
3. Enter a summary and detailed information about your issue.
4. Provide your contact information.
5. Optionally provide screen shots of any errors.
6. Click Submit and a ticket will be created and assigned to a technician for follow up.



EMAIL SUPPORT

support@syand.com

WHEN TO USE

- Low priority service or change requests can be submitted by email. If immediate support is required, please contact us via phone so a technician can jump on the issue immediately.

HOW?

1. Using your email client from your phone or computer email support@syand.com
2. Put a descriptive title for your issue in the subject line.
3. Enter a description of the issue including any steps to recreate the issue in the body of the email.
4. If you are receiving an error, attach a screenshot if possible.



PHONE SUPPORT

Call 612-728-9100 Option 1 for Service

WHEN TO USE

- Emergencies when no other communication methods are available or immediate support is required. Medium and low priority issues will have tickets created and queued with other issues.