

How to Submit a Support Ticket to Automated Business Solutions

Revised 06/14/14

Customers requesting technical support from Automated Business Solutions (ABS) for PtMS for Windows, PtMS Mobile, PtMS Web or other ABS products need to submit a support ticket to insure proper follow-up and handling of critical support issues.

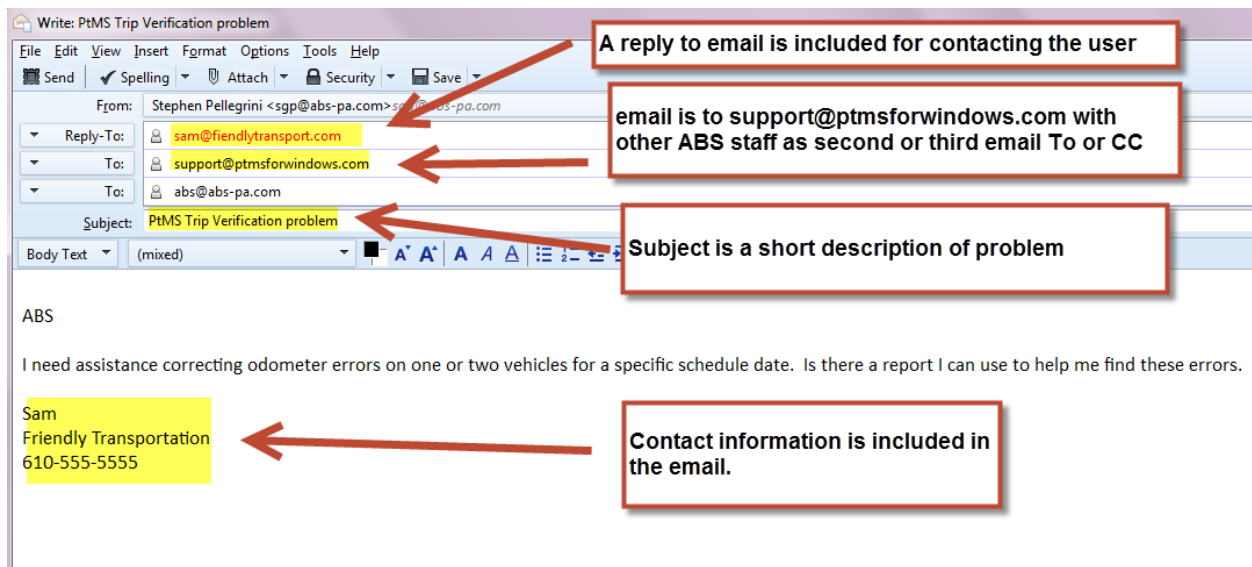
Submitting a Support Ticket:

This process is extremely easy as you only need to email:

support@ptmsforwindows.com

Other ABS staff members may be included in the same email, however, multiple members of the ABS support team will receive copies of any emails sent to support@ptmsforwindows.com within minutes of when it was sent.

Here is an example of an email requesting technical support:

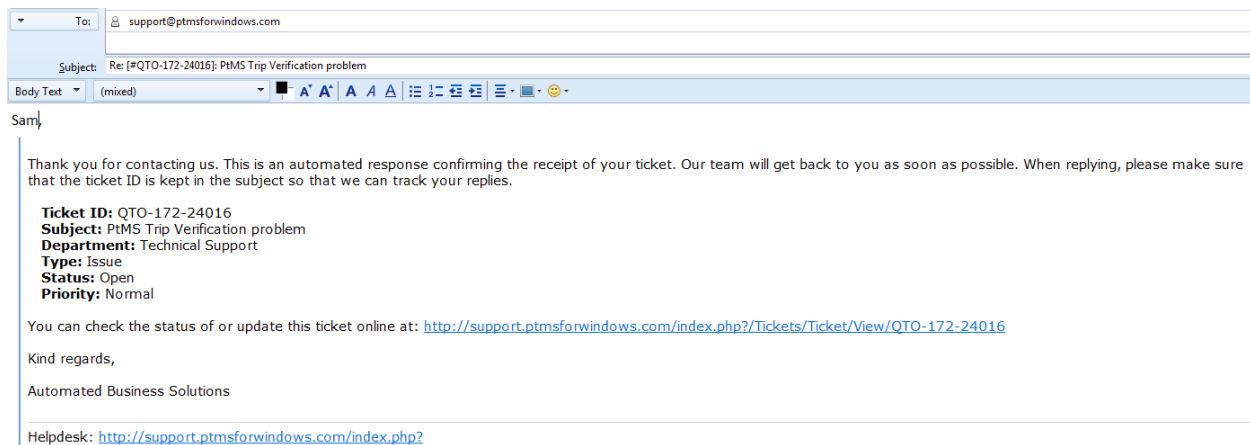


If you do not have an email account you can go directly to the support page [ptmsforwindows.com](http://support.ptmsforwindows.com) and submit the request there. Use this link:

<http://support.ptmsforwindows.com>

Tracking your Support Request

Within minutes of sending the email, an automatic response will be sent back from the ABS support tracking system acknowledging that your request for support was received. Please save this email as it will have important information on how to track progress on your support request.



You can use the URL listed in the response email to go back to the <http://PtMSforWindows.com> support page and view all the tickets you have submitted or track this particular ticket/issue for which you are requesting support.

Response from ABS to your Support Request

Emails responses to your support request will be attached to your support ticket so in case you lose the original email sent back to you. Again, you can go to the ABS support system at <http://support.ptmsforwindows.com/> login and view your support tickets.

Your ABS Support System Account

Your original email address will be used as your customer login. The first time you submit a support ticket a new customer account will be created for you under this email address. You will be assigned a temporary password that will be emailed back to you. Login with your email and password and change your password to something easier to remember. Also fill in some of the other info – your name, phone number, and team viewer (ABS Quick Support) ID number.

Adding Additional Information to Your Original Support Request

Use the original email sent back to you by the ABS support ticket system should you need to add additional information to your original support request.

