WinstonNet Help Desk and Technical Support

Technical Support Email: **SupportDesk@email.winstonnet.org**

Technical Support Phone: **(704) 900-1157**

As of January 1, 2016, there is a new process for contacting the Help Desk.

Site Supervisors:

To open a support ticket, email **SupportDesk@email.winstonnet.org**. PLEASE NOTE: There is one account for each WinstonNet lab location under the Site Supervisor's name and email address. Please send an email from this account and include your name, phone number, site name, and details about the issue you are experiencing. You will receive an email confirmation with your Support Ticket Number and a technician will contact you to resolve the issue.

Emergency Support:

For urgent matters or issues occurring after normal hours, on weekends, or on holidays, or if you are not able to send an email request, please call **704-900-1157**.

Information to include when opening a support ticket:

- Detailed **description of the issue** including the site name, the equipment involved or affected, and the date and time the issue occurred or was discovered.

- Details about the **circumstances of the event**, such as a power outage or an unusual number of people accessing the Internet.

- If the issue was reported by a user, please explain what the user was doing and the **equipment and/or applications** in use at the time.

- Detailed information about **error messages or warnings**. If possible, copy/paste the error text or provide a screen shot as an attachment to your email support request.