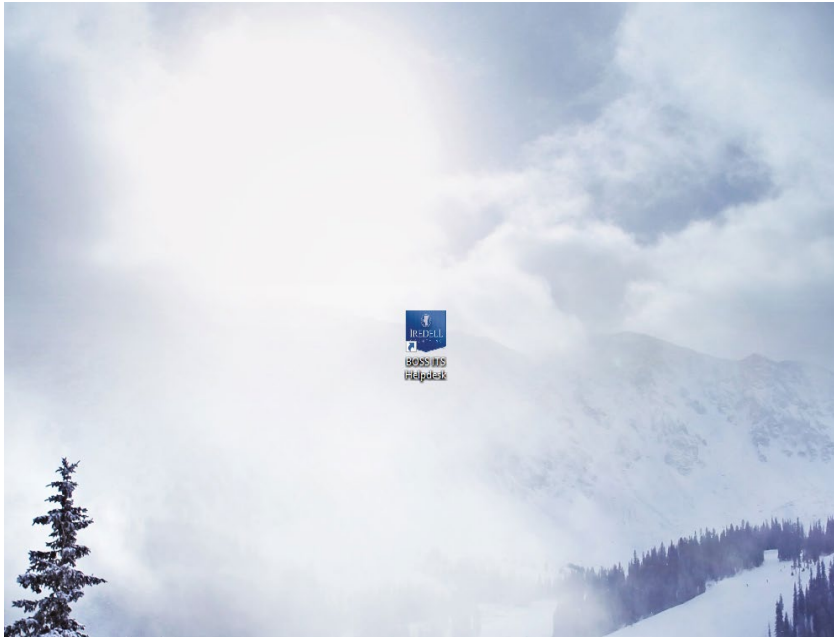


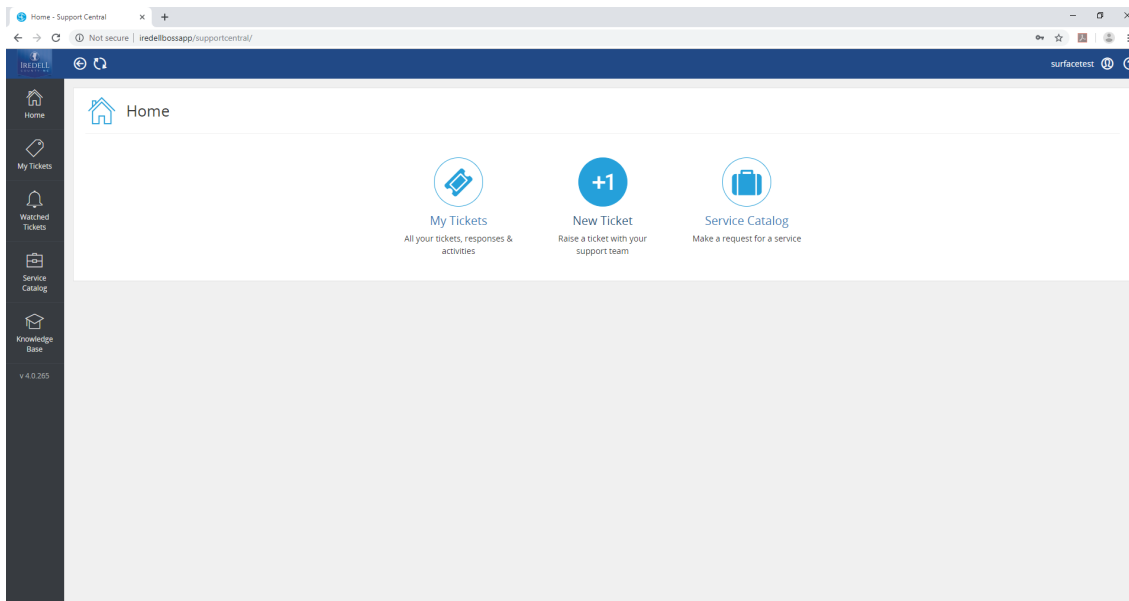
Subject: New program for IT support / Help Desk requests

As part of our continuous effort to provide you with the best possible service, we are excited to release a new help desk program, Business Oriented Software Solutions (BOSS), that will allow you to easily submit support requests & check their status online.

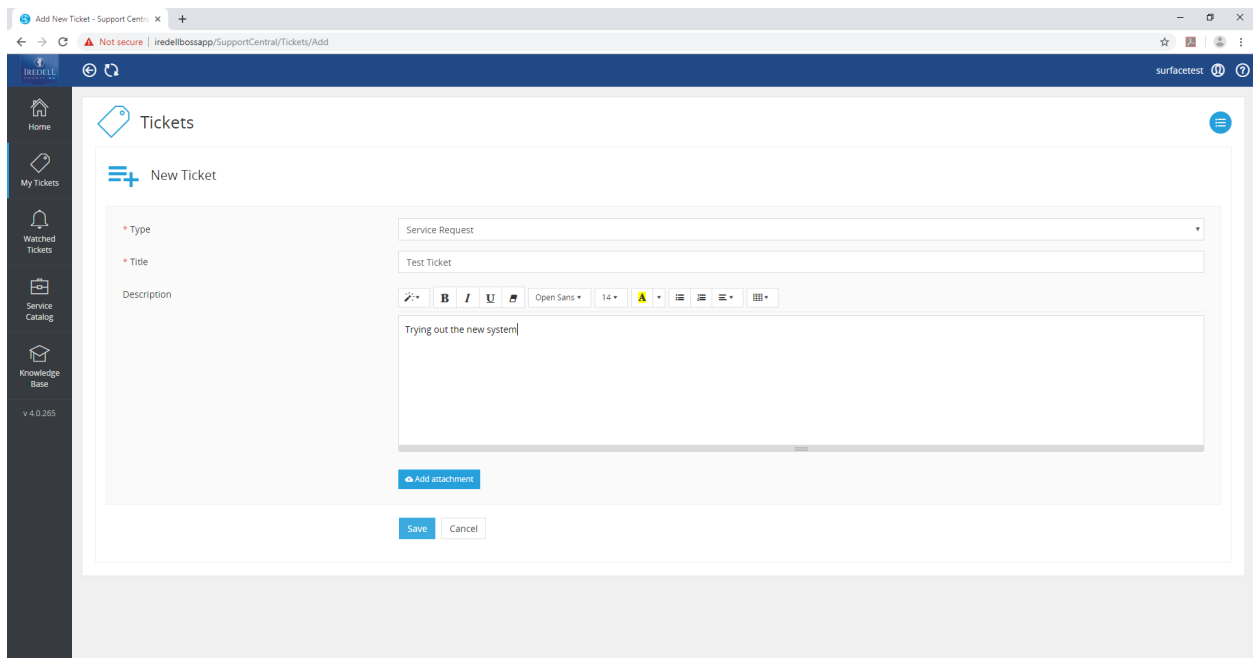
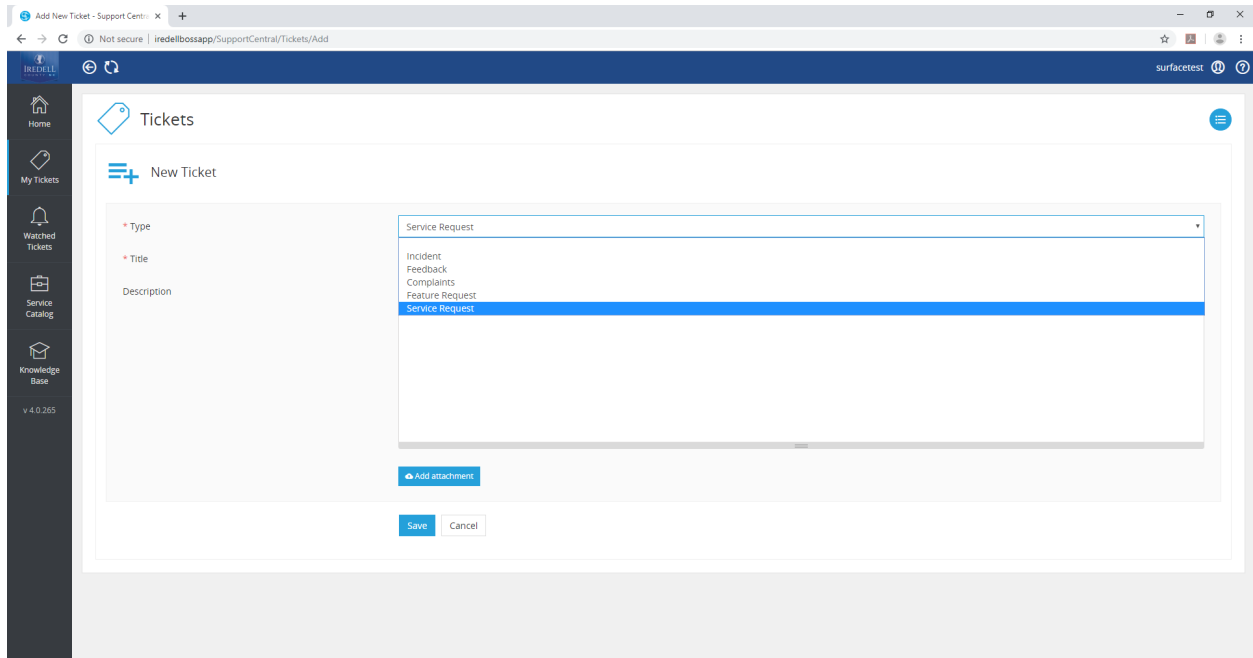
To submit a new ticket or check on a previously submitted ticket, simply click the icon on your desktop



Or use the portal on the Iredell county website as you have done for some time now. When the program loads, you will see the following:



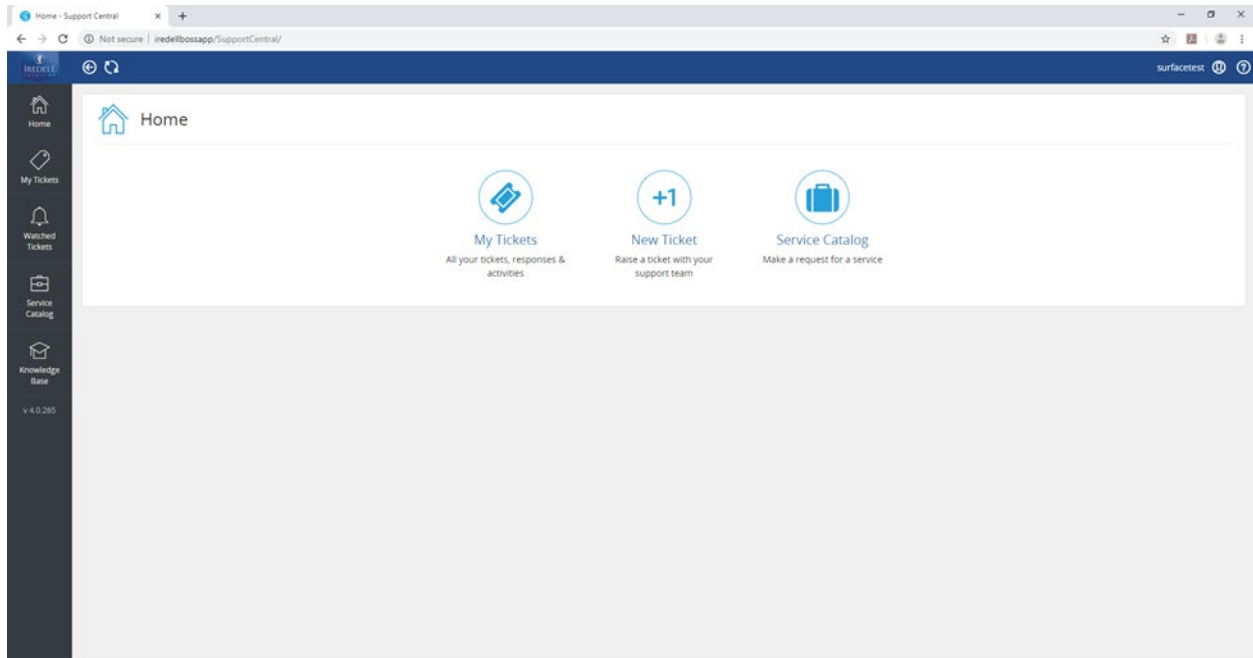
Click the +1 button to create a new ticket. Choose Service Request from the menu, enter a title, and describe your request.



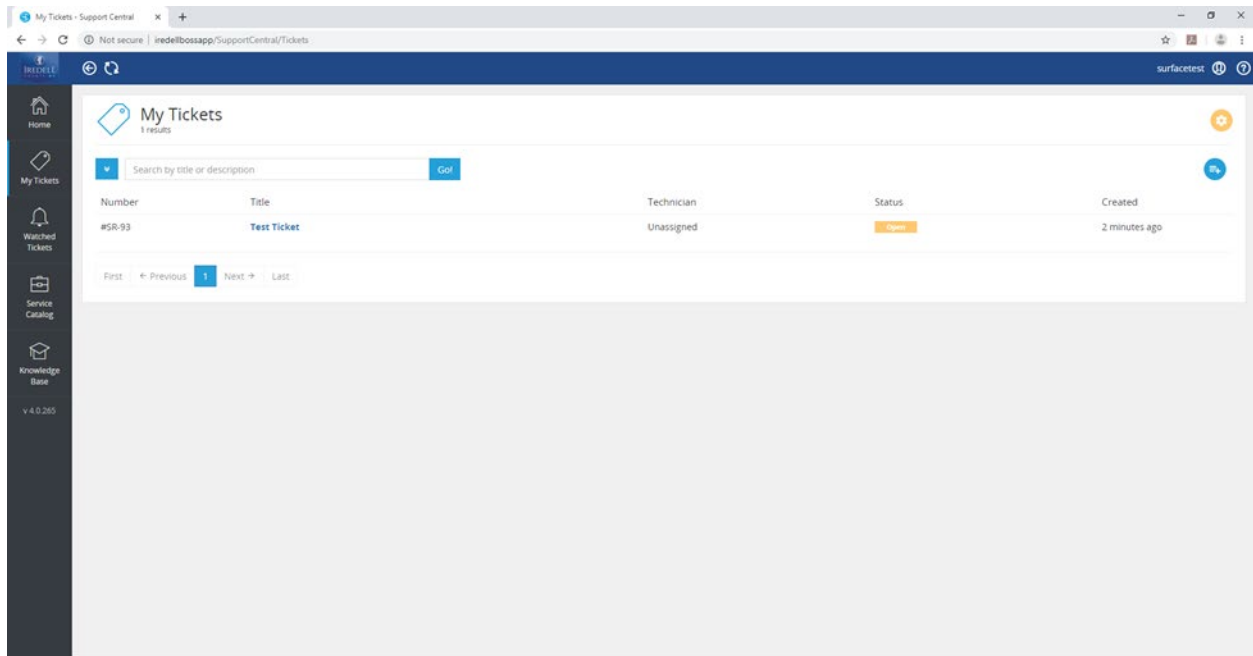
Click Save and your ticket has been submitted!

Once you submit your ticket, you'll receive an email that confirms we've received your message. Our normal support procedures will not change, just the look and feel of creating and checking tickets.

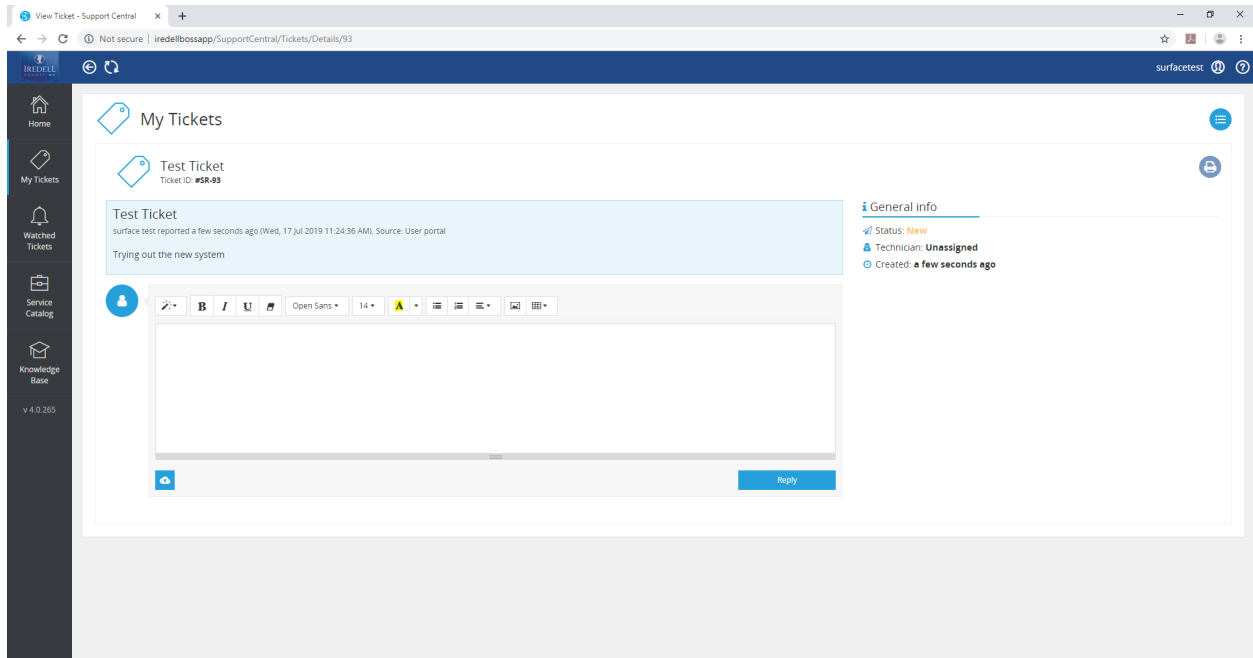
To comment on or check the status of your ticket, choose My Tickets from the start screen.



Click on your ticket title



And your ticket opens for commenting.



We understand that IT issues can slow you down. This new process helps us address your requests faster. It also allows us to be proactive and prevent issues before they happen. It's the only way to guarantee prompt service. If you don't submit a ticket, you will not be able to get work done on your requests.