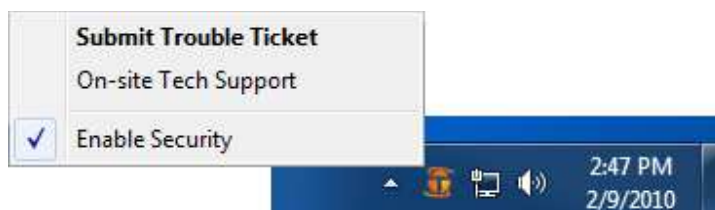
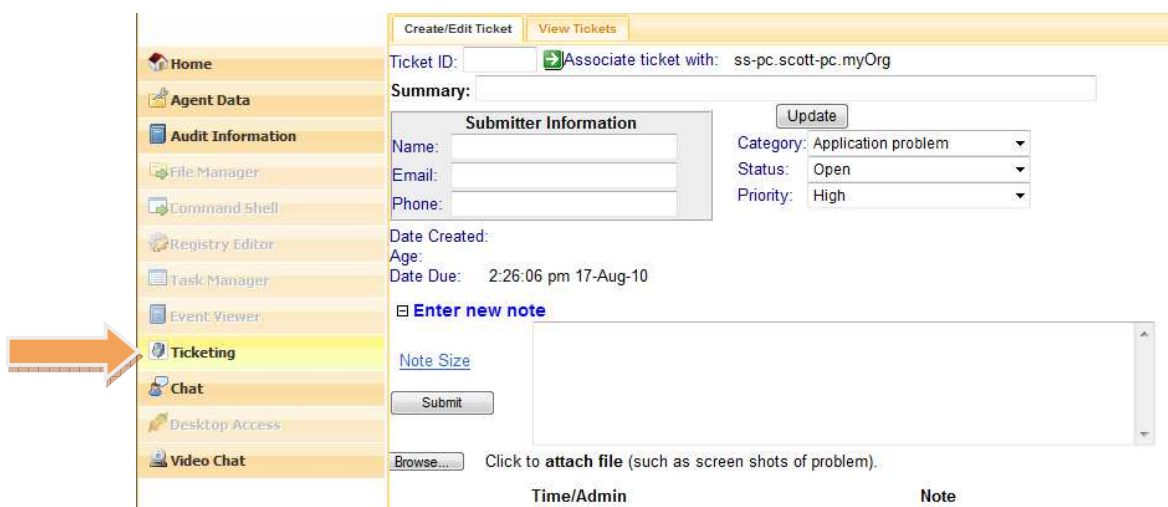


## Online Support

To submit a Help Desk Request online, Right click the orange 'OTS' icon in the system tray of your PC and select "Submit Trouble Ticket". This is in the lower right hand corner of the screen. (You can also Double Click it)



This will lead you to the On-Site Tech Support client portal login page where you can submit a Help Desk Service Request. On the right hand side about ¾ of the way down, click the "Ticketing" button. Please fill in all fields to expedite your issue.



***If the OTS logo is not available, please call 619-717-8070 or 866.220.0719***

Please note that the Help Desk is available Monday-Friday from 9:00 am to 5:00 pm Pacific time. If you submit a Help Desk Service Request after hours, you will receive a call back the next business day.