



How To Request IT Support from PNJ ProCare Helpdesk


a. Phone call

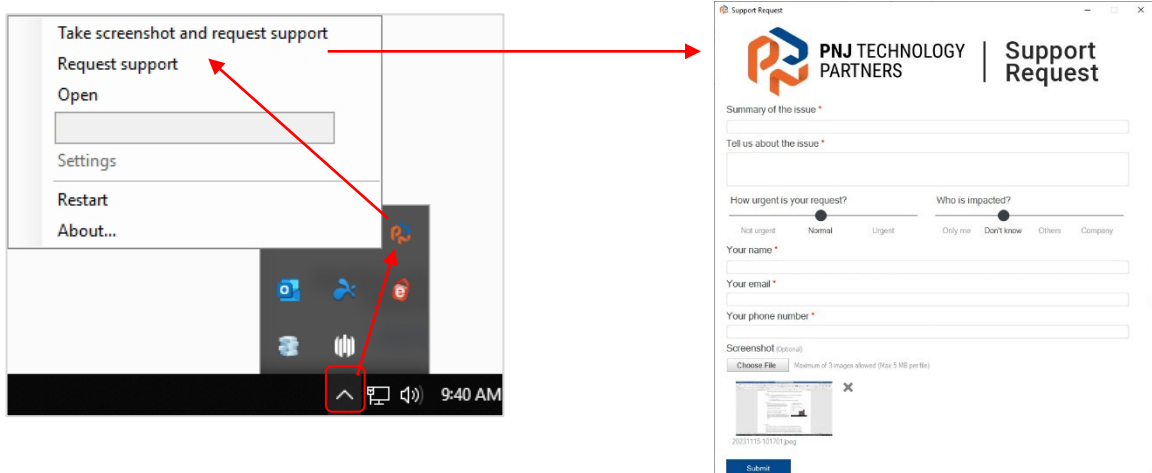
1. Dial 518-459-6712 and select option 1 for service.
2. Select the menu item that most closely matches the problem that you are experiencing and then you will be quickly connected to a desktop support specialist.

b. Email

1. Send an email to service@pnjtechpartners.com and include the following information:
 - a. Your name.
 - b. Your phone number and preferred method of contact.
 - c. Problem description.
 - d. Any additional information such as screen captures, error codes, etc.

c. PNJ Agent

1. Each customer machine will have our Remote Monitoring & Management (RMM) agent installed. This agent includes the ability to submit support requests directly from a machine.
2. Expand your system tray to reveal all tray icons.
3. Right-click the PNJ RMM icon: 
4. Select "Take screenshot and request support" or "Request support". A new window will open that will allow you to provide relevant information about the problem and then submit the ticket to our Helpdesk team.



d. Notes

The security of our clients is our topmost priority. We are continuously evaluating our Helpdesk practices against the ever-changing threat landscape, allowing us to provide the highest level of security to our clients. Depending on the support request, end-users may be asked to verify their identity through one of several methods, including text message, office call back, or supervisor approval. We appreciate your understanding and cooperation in this effort.