HTS Virtual IT Partner
Welcome Guide

Heritage Technology Solutions
We're the virtual IT manager you can trust

HTS
Heritage Technology Solutions

Created by Heritage Technology Help Desk

How to Guide:

Submit New Service Orders to the Heritage Help Desk

3 Simple Ways to Get Support:

Icon/Form   **Email**   **Phone**
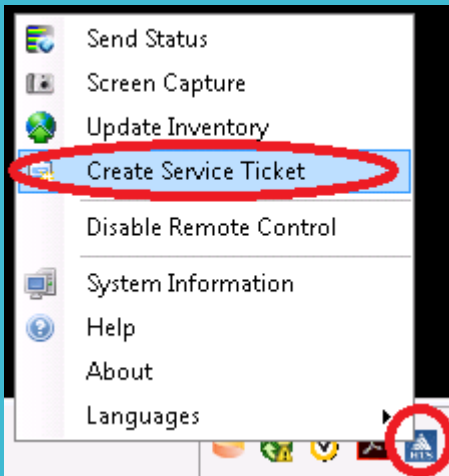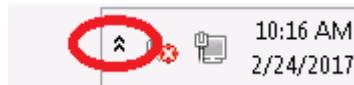
How To Guide:
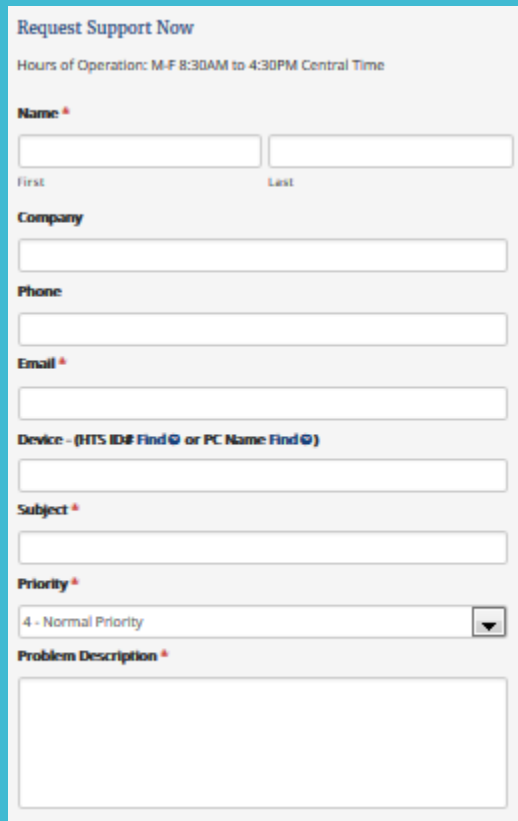
Using HTS Tray Icon & Web Form

- Access "HTS Logo" in the Windows System Tray to Access our Web Form

  - Right Mouse Click our Blue Square Icon Near the Clock in lower right

  - May be hidden depending on settings specific to each computer

  - Note: HTS Virtual IT Agent Software must be Installed 1st during the onsite onboarding process before the icon will be visible.

- Bookmark the Web Form in your Preferred Web Browser for Future Use

- Web Form is our Primary Preferred Method for New Requests

- For best results: use your business email address

  - The email provided will get an email Auto Response with a Service Order

    - Ex: Ticket #229754 / "Description" has been placed in New (email)~ status from HTS Service (service@htspc.net)

Sample Web Form

Request Support Now

Hours of Operation: M-F 8:30AM to 4:30PM Central Time

Name *

First   Last

Company

Phone

Email *

Device - (HTS ID# Find🔍 or PC Name Find🔍)

Subject *

Priority *

4 - Normal Priority ▼

Problem Description *

http://www.htspc.net/help

- How to Use the Web Page Submission Form
  - Internet & Email MUST be fully functional

- Required Fields
  - First/Last Name, Email, Subject, Priority & Problem Description

- Optional Fields
  - Company Name, Phone Number, Device Name/ID

- Included in the web page is a basic service response priority table along with tips to obtain quicker resolutions like how to submit a screenshot or locate the device name or HTS ID Number and remember to be as specific as possible with details

How To Guide:

Emailing the Heritage Help Desk

Service@htspc.net

- Use Outlook Email Client, Web Browser Mail or Mobile Email like iPhone
  - Our email address is located on the HTS ID Tag on each computer

- Email is our 2nd Preferred Method for New Requests

- For best results: use your business email address
  - The email provided will get an email Auto Response with a Service Order # along with Tips for Quicker Resolutions
  - Internet MUST be fully functional
  - Submit 1 issue per request with screenshots & specific text
  - Please do NOT Directly email techs nor Sales Reps New Issues

How To Guide: Option 3

Speak to the Heritage Help Desk

Heritage Help Desk:

708.597.5005 Option 1

- Is considered the method of last resort when a computer or internet connection is not functional for Contact Methods 1 and 2
  - Be Prepared to give vital details to our dispatcher including but not limited to: name, company, contact methods, issue summary, issue details and HTS ID tag # along with business impact urgency
  - A technician may not be available when calling direct

After hours emergency hotline
Mon – Fri 4:30pm to 8:30am & Weekends
800-792-3874

Service Response

Our Goal is to Respond Promptly to All Requests Based on Tech Availability

Emergency
- Complete System Wide Failure Preventing Business Activity
- All Employees Affected
- Example: Network Device Failure of Firewall/Server
- Priority Level 1

Critical
- Partial System Wide Failure Preventing Business Activity
- Majority of Users Affected
- Example: Outages for Single Line of Business Application
- Priority Level 2

Normal
- Errors/Annoyances that May or May Not have Workarounds Available
- Single User Affected or Small Groups
- Example: Computer Performance Slowdowns
- Priority Level 3

Service
- Requests that Have No Negative Results on Business
- Affecting Single User or Small Groups
- Example: Adding/Changing/Deleting of Devices/Features/Software
- Priority Level 4

Response Times Follow Business Hours of M-F 8:30am to 4:30pm – After Hours Response is Best Effort

Who is Heritage Technology Solutions?

A Professional Team Held To Best-In-Class Standards

- Your fully-staffed IT Department

  - We are a team of technology professionals with different specialties and a results-centric focus.

  - We are easy to talk to. We speak "plain English" without the confusing "technospeak" or computer jargon.

  - We measure success in our ability to prevent issues and remedy them properly the first time when they *do* arise.

- We manage all things technology and will even take on the responsibility of coordinating with other IT solution providers such as telecom, web development, Line-of-business application support, and more.

Key Team Members

- **Laura Oarfalian**
Customer Service Manager/ Dispatch

- **Mary Dybas**
Project Coordinator

- **Amie Schultz**
Accounting Manager

- **Mark Stlaske**
Help Desk Manager

- **Steve Zachocki**
Sales Manager

- **Ray Gold**
President, General Manager

What's Next?

- Hardware Inventory and Asset Tagging

- Full Network Audit & Stabilizing

- Create onboarding schedule

- Deployment of HTS Agent & Management Tools

- Implementation of Spam, Virus, and Malware Protection

- GO LIVE! with Full Support in approximately 2-3 weeks

- On-site user training for HTS services

- *Standard Support Hours are from 8:30AM to 4:30PM*

HERITAGE
TECHNOLOGY SOLUTIONS
708 597-5005
service@htspc.net

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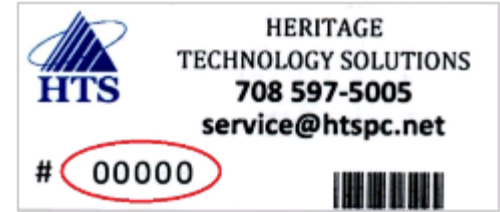
Any Questions? Concerns? Comments?

How can Heritage Technology serve you best?