Don't Keep Us A Secret!
We Need Your Help!

ADD A GOOGLE REVIEW
Please add a Google review and rating!

▸ Open Google Maps and search for Heritage Technology Solutions.
▸ On the left, scroll down and click "write a review".
▸ Click the stars to give us a score!

**REFERENCE USING THE BAR CODE
TO SCAN TO LAUNCH A GOOGLE REVIEW**

LIKE US ON FB
www.facebook.com/heritagetechnology

LINK ON LINKEDIN
www.linkedin.com/company/heritage-technology-solutions
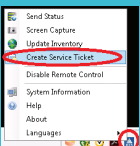
FOLLOW US ON TWITTER
twitter.com/HeritageTech

**Please LIKE us on Facebook and leave us a great Google Review
Once you have done that we will send you a Gift Card as a thank you!**

HOW TO REQUEST SERVICE

How To Guide:

Using HTS Tray Icon & Web Form

http://www.htspc.net/help
- 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)

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

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