SiteVision

Support Desk

A Great Way To Get The Help You Need

Let's Get Started!

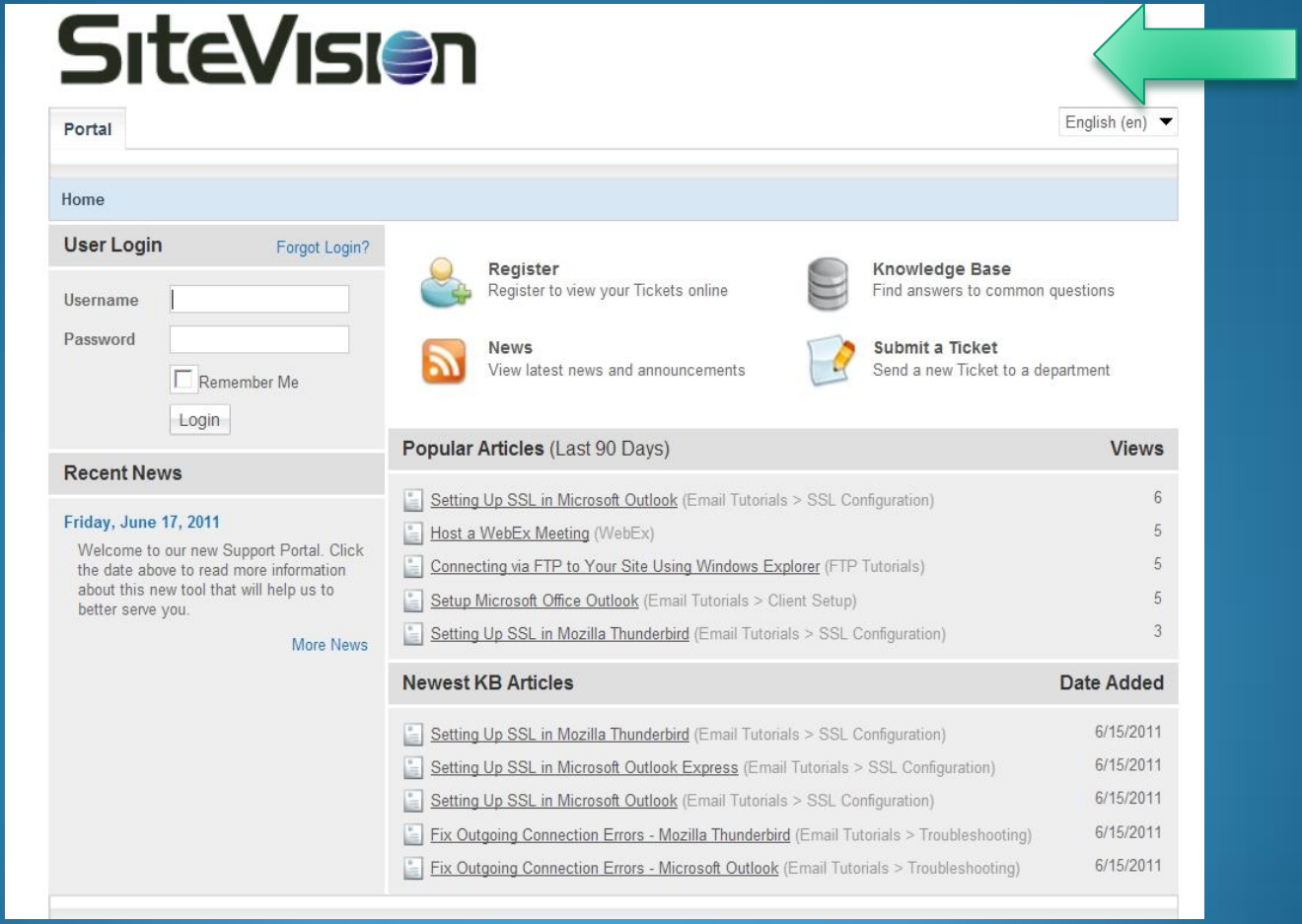
Our support system is designed to make your life a lot easier! You'll have your own, personal help desk which tracks all of your requests and staff responses ticket by ticket.

Whether at your desktop or on the go, you can access the support desk anywhere, anytime with our mobile interface. Knowledge articles to help you troubleshoot common problems or questions are also at your fingertips whenever you need them.

It's quick and easy to set up your personal help portal. So let's get started!

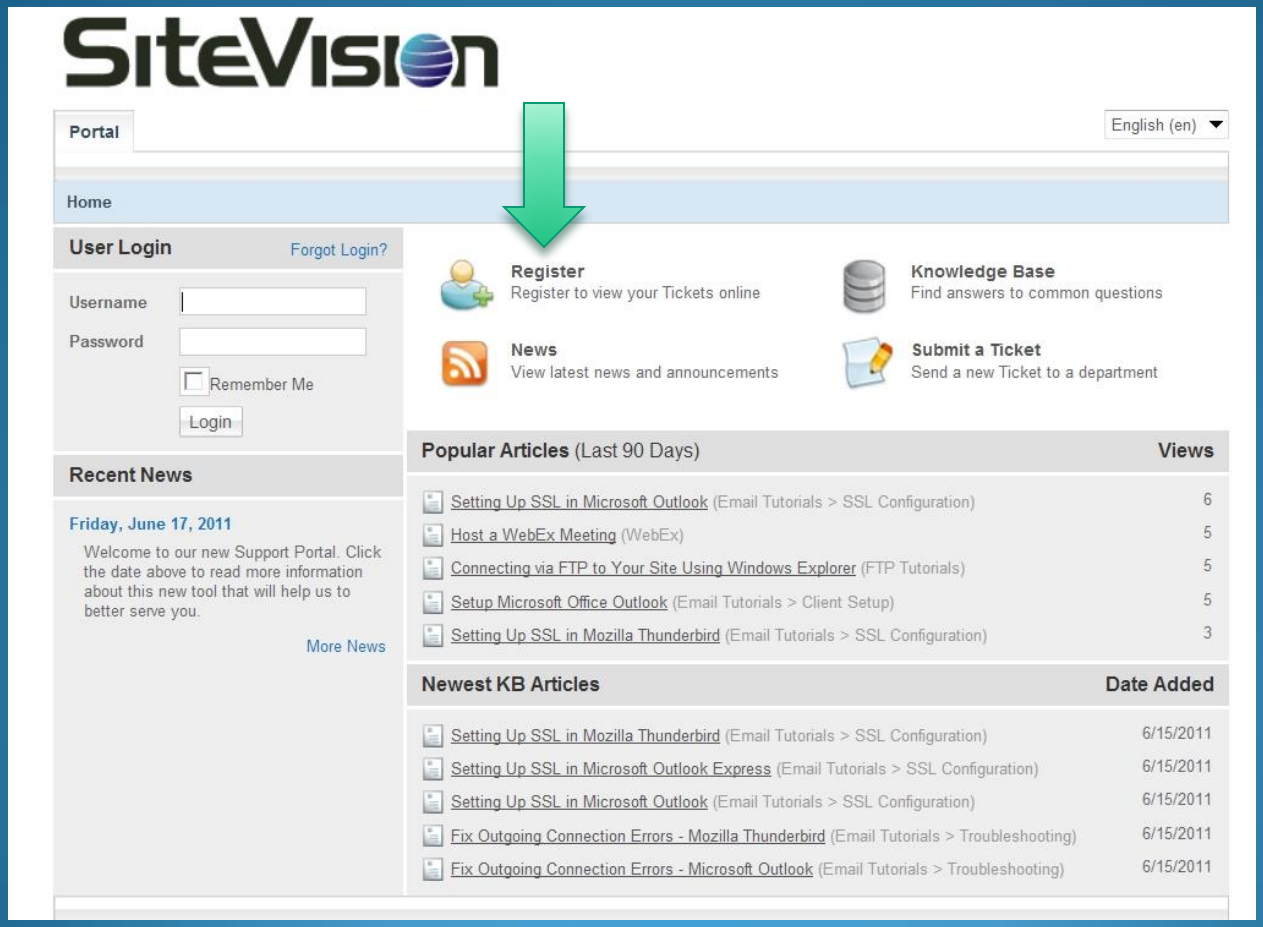
SiteVision Support Desk

When you visit SiteVision, you will see a support tab.
Click to enter, and this is what you'll see:



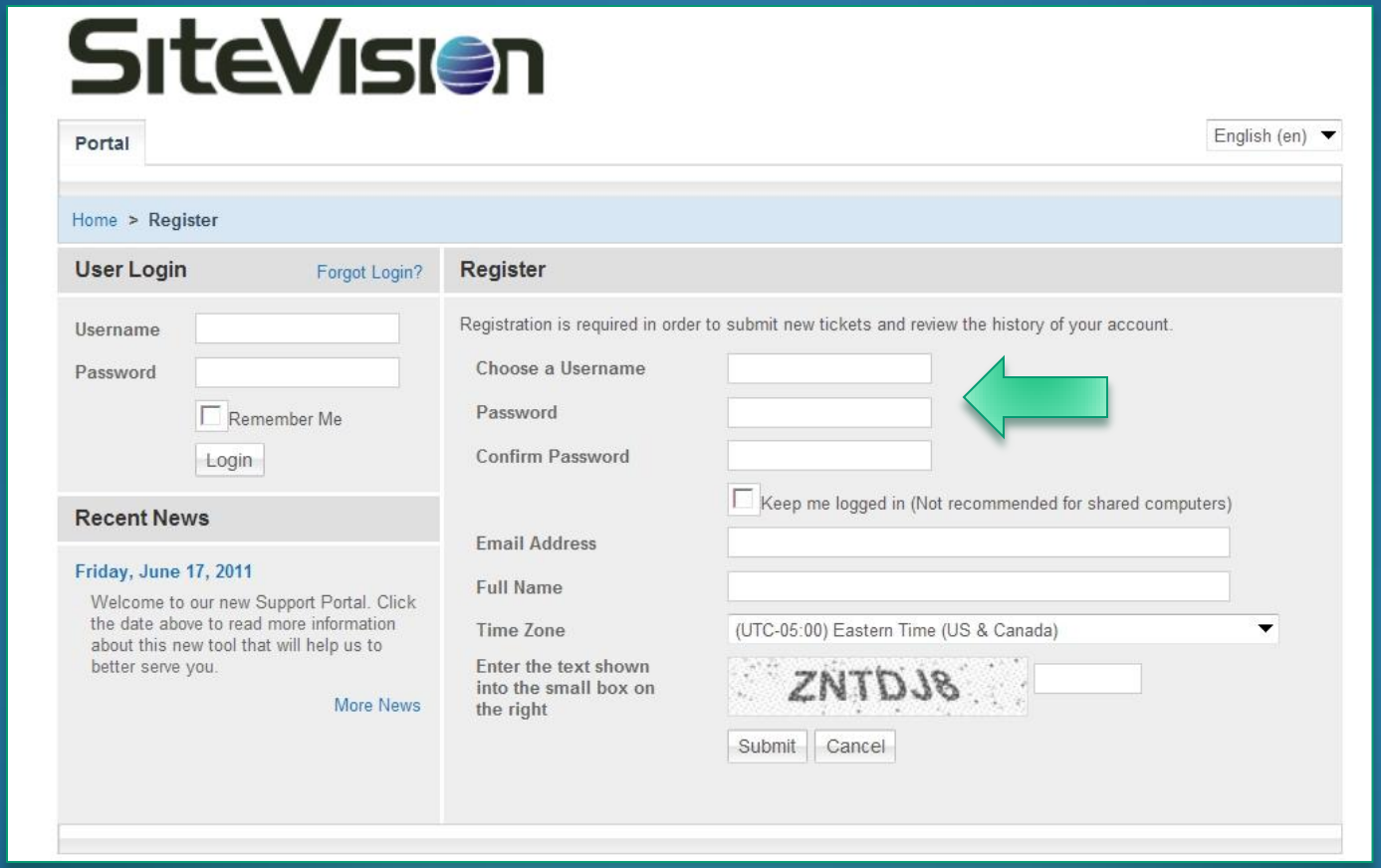
Registration

To set up your very own help desk, simply click Register .



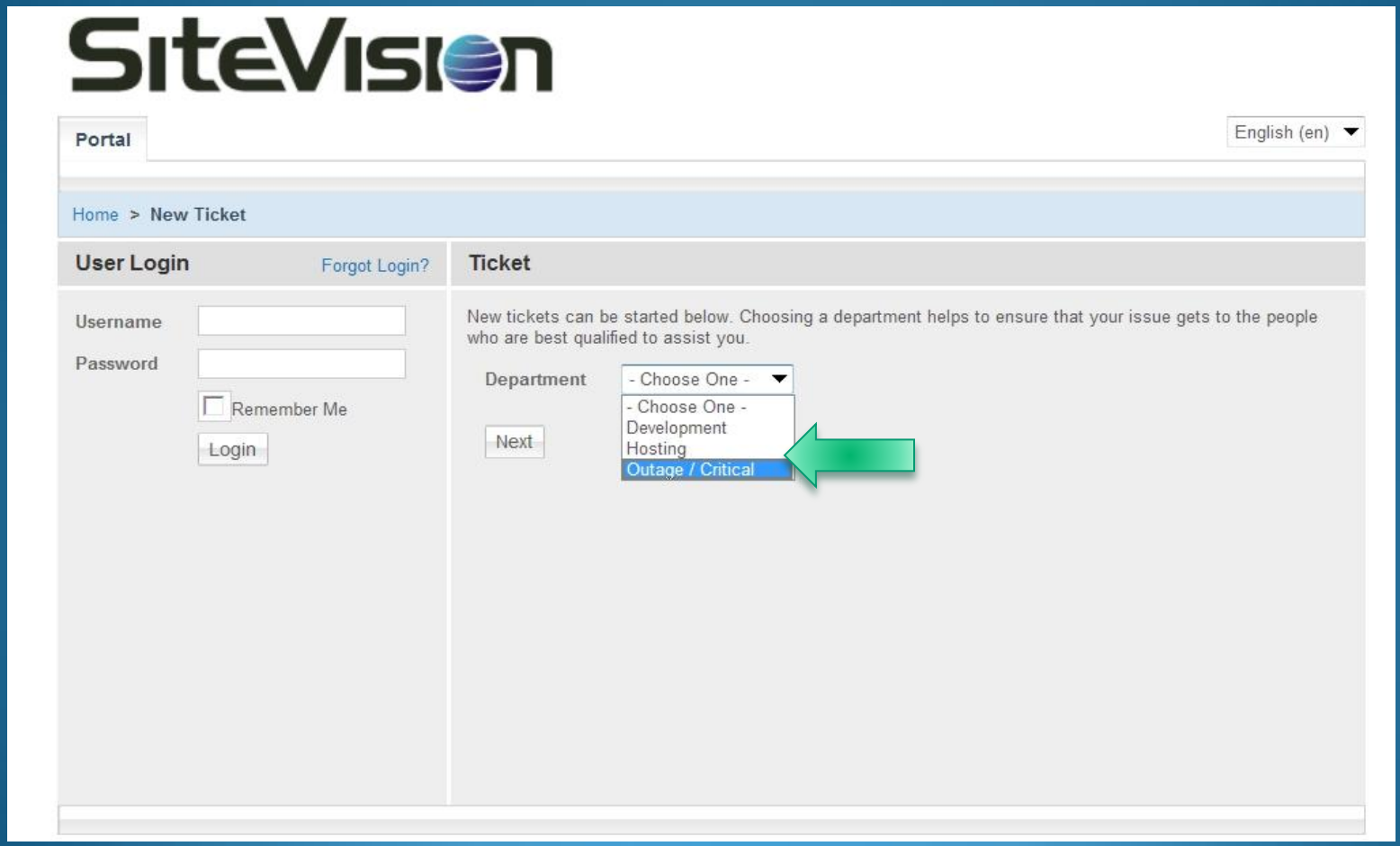
Registration Step 2

Here you'll choose a username and a password as well as contact information.



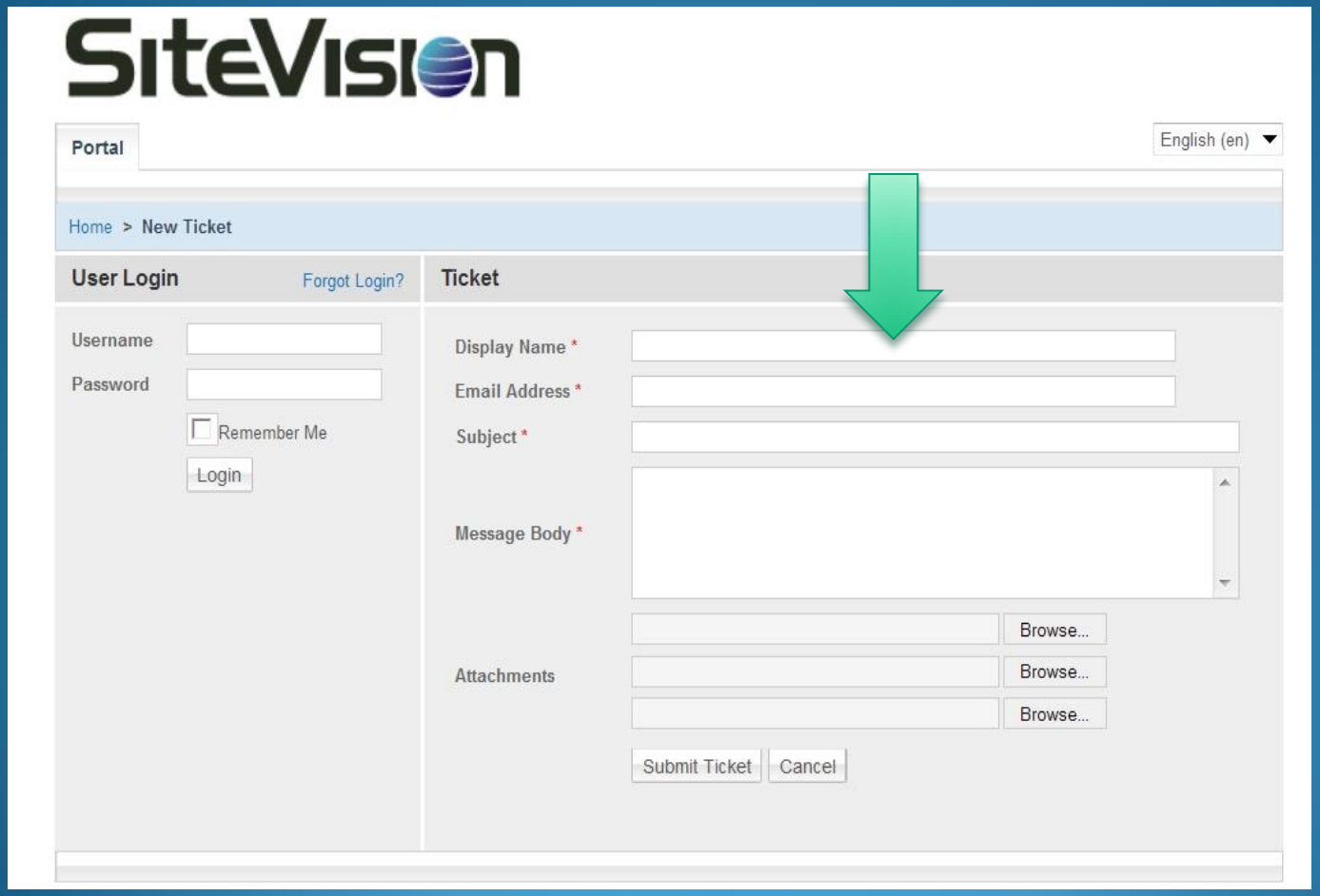
Adding A Support Ticket

Once you've registered and set up your personal portal, you can log in anytime. Simply choose the department for your support request and click next:



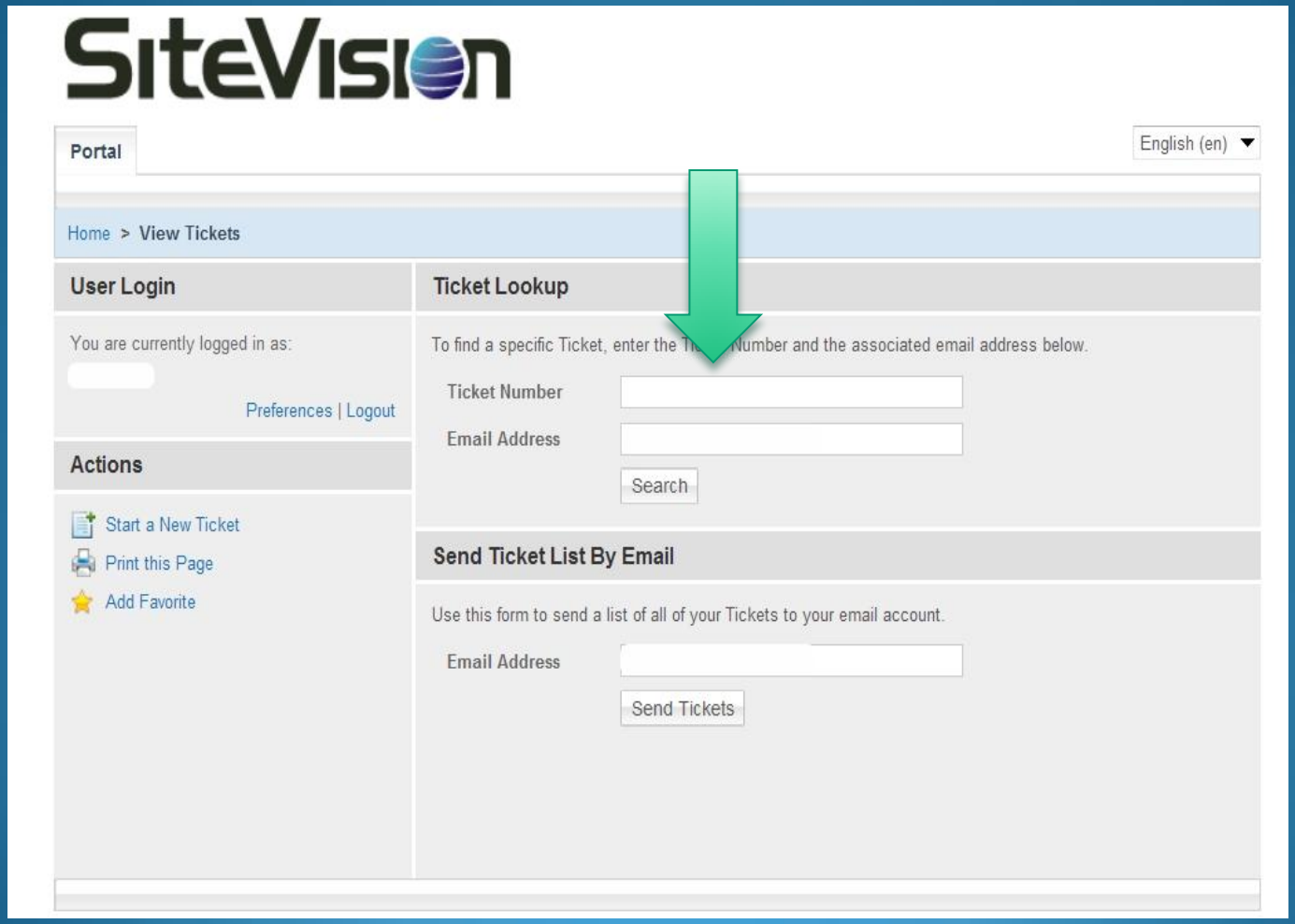
Adding A Support Ticket: 2

Now you're ready to enter the details of your support request. You may also attach files to illustrate your request by browsing and uploading from your computer.



That's All There Is To It!

Your request will immediately appear to the appropriate support staff and each ticket will maintain all responses from both you and the support staff under one ticket number. **To track your ticket(s)** you'll simply sign in and look up your existing tickets or add a new ticket.



That's It!

A simple, intuitive and effective way to get the support you need, when you need it.