

PRIORITY ONE

Celebrating 20 Years! GROUP

Technology Made Simple. Imagine That.

Gramercy Welcome Package



Technology Made Simple. Imagine That!

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Welcome to PriorityOne Group

Thank you for your partnering with PriorityOne Group. We are committed to serving the Health Care community with the highest quality IT Solutions, technical support, and consulting services possible.

Whether your organization is big or small, we look forward to working with you to research opportunities, exchange ideas, and turn challenges into solutions.

We'll help you keep your business equipped with the right IT solutions, so that your processes are efficient, fast and agile. Together we'll power your business by keeping operational productivity high by advising you on the right way forward, deploying IT prudently and adapting existing systems to achieve new levels of efficiency and effectiveness.

Sincerely,

Nelson Gomes
President / CEO
ngomes@p1cgroup.com
O: 201-505-1800 x 8250
C: 201-952-3748

How to Contact Us For Support

There are several ways to get in touch with us for support, we have listed the methods in order of ease:

1. Email: support@p1cgroup.com
2. Customer Action Center: www.p1cgroup.com
3. Support Portal: <http://portal.p1cgroup.com/support/>
4. Right Click P1 Desktop Agent: Contact Support
5. Emergency Phone: 201-505-1800, Option 1
 - a. If you receive a voicemail, it is OK – Leave A Voicemail

Standard business hours are Monday – Friday, 7:00am – 6:00pm

Emergency After-Hours support is available all other times.

Please note that after hours support is used for emergencies (i.e. server down, site outage, etc...) If you have a service request that can be resolved the following day, please notate that in the ticket as non-high severity items can result in additional charges.

How to Contact Us - Non Support Related

There are also several ways to make sales requests:

- 1. Customer Action Center:** <http://www.p1cgroup.com>
Hover mouse over Customer Action Center and then select the Sales Request button to submit the sales request form.
- 2. Email:** insidesales@p1cgroup.com
- 3. Phone:** 201-505-1800, Option 1

Customer Success Contact

Becky Martindell - Customer Success Associate
bmartindell@p1cgroup.com | 201-505-1800 x 8269

Finance and Billing Contact

Jennifer Kennedy – Finance Administrator
jkennedy@p1cgroup.com | 201-505-1800 x 8188

Additional Contacts

Jim Martindell – Director of Operations
jmartindell@p1cgroup.com | 201-505-1800 x 8251

Jason Romer – Director of Technical Services
jromer@p1cgroup.com | 201-505-1800 x 8253
Cell: 201-310-4386

How to Create Service Tickets

Email Support@p1cgroup.com

This method is usually the easiest consisting of a general summary of the incident/change request in the subject line following by as much details as can be provided in the body.

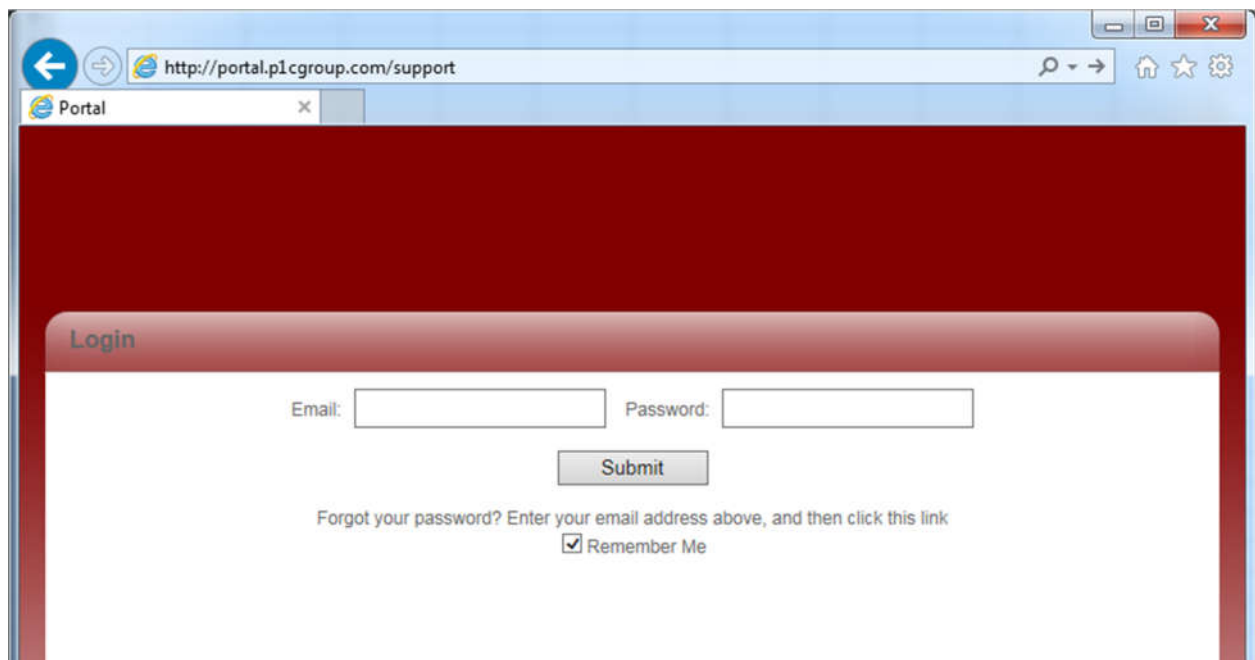
Customer Action Center www.p1cgroup.com

This method is usually the easiest consisting of a general summary of the incident/change request in the subject line following by as much details as can be provided in the body.

Support Portal:

Utilizing our support portal provides you with the most control in the ticket creation process and provides the most up to date status on all service requests.

To Log-In, browse to <http://portal.p1cgroup.com/support/> in your web browser.



Each Point of Contact will be provided unique usernames and passwords.

After logging in, the welcome screen allows you to review information and services provided.

The screenshot shows the PriorityOne Customer Ticketing Portal interface. The main navigation bar includes links for Home, Tickets, Projects, Recommendations, Knowledge Base, and Account. A 'Create Ticket' button is located in the top right corner. The user is logged in as Ann Rogers, with a 'Log Off' link next to the name.

The dashboard is divided into several sections:

- Welcome Ann Rogers:** A greeting section with the text 'Welcome To The PriorityOne Group Customer Ticketing Portal'.
- Open Tickets (2):** A section showing currently open tickets, including 'Onboard Managed Service Client' and 'VPN tunnel setup with Jasonkay company'.
- Recommendations (2):** A section showing pending recommendations, including 'Managed Services' and 'Care Station UPS Backup Proposal'.
- Knowledge Base:** A search field with the placeholder text 'Describe Your Problem...' and a 'Search' button.
- Alerts:** A section showing pending ticket alerts, including '2 Unapproved recommendations' and '0 Open unapproved tickets'.
- Statistics:** A section showing ticket trends, including 'Open Tickets', 'Tickets This Month', and 'Tickets This Year'. A bar chart titled 'Ticket Totals By Month' shows ticket counts for each month from January to December for the years 2014 and 2015.

Annotations with red arrows point to various features:

- Welcome Screen:** Points to the top navigation bar.
- In-Depth View of Open and Closed Tickets:** Points to the 'Tickets' link.
- In-Depth View of Current and Past projects:** Points to the 'Projects' link.
- List of all Open and Closed Quotes and Recommendations:** Points to the 'Recommendations' link.
- Search field to find any tickets or notes in the system:** Points to the search field in the Knowledge Base section.
- Screen to keep track of current and paid invoices. Ability to manage Portal Access for staff:** Points to the 'Account' link.
- Account Options:** Points to the 'Create Ticket' button, with sub-annotations for 'Change Portal Password' and 'Edit personal contact phone numbers'.
- Logoff Button:** Points to the 'Log Off' link.
- Fast access to ticket creation:** Points to the 'Create Ticket' button.
- Search field to find any tickets or notes in the system:** Points to the search field in the Knowledge Base section.
- Any Pending Ticket alerts:** Points to the 'Alerts' section.
- Chart that shows monthly and yearly ticket trends:** Points to the 'Statistics' section.
- All Tickets that are Currently Open:** Points to the 'Open Tickets (2)' section.
- All Pending Recommendations from the Sales and Solutions Team:** Points to the 'Recommendations (2)' section.

Sections will vary based on the current logged in user's rights (such as the ability to view invoices).

Support Portal (continued):

You can create a ticket by either clicking the 'Create Ticket' button on the Welcome Screen (top right) or you can enter the 'Tickets' tab where you can click the 'Create ticket' button on that page (center of page). This will bring up the Create new ticket window. To make a sales request, indicate as such in step 1.

The screenshot shows a 'Create Ticket' window with three steps:

- Step 1: Select Service Needed**
 - Three buttons: 'I have a problem' (highlighted in yellow), 'I want to submit a request', and 'I have a sales request'.
- Step 2: Ticket Details**
 - Title:** Summary for the Service Ticket (ex. Black and White Printer in Billing Department is not Printing)
 - Problem Description:** Any additional information that would be beneficial for us to know to expedite service (ex. All staff are unable to print, jobs are stuck in the printer queue, but no error messages occur)
 - Attach Document:** Button
 - Due Date:** Input field with an Emergency checkbox
 - PO Number:** Input field with the text 'This is for Internal use, please leave this blank.'
- Step 3: Contact Details**
 - Contact:** A dropdown menu with a 'Choose' button. A note says: 'Select the user who should be the primary contact on the service request using this button'
 - Phone, Ext, Email, Address, Suite/Apt/Unit, City, State, Zip, Country:** Various input fields for contact information. The 'Country' dropdown is set to 'United States'.

At the bottom right of the form are 'Submit' and 'Cancel' buttons.

If there is an error message on the screen, please take a screenshot (instructions provided at the end of this document) and attach using the 'Attach Document' button. If there is a required date that an issue be resolved, such as a new user needs to be created that starts in two weeks, please utilize the due date field.

When you have filled out all information, simply click the 'Submit' button at the bottom of the page and all PriorityOne technical staff will be notified of your new ticket and the service process will begin.

Ticket Entry & Managed Service Guidelines

PriorityOne Group wants to ensure that all service requests are addressed in a timely and efficient manner. We have implemented these guidelines to help the process run accurately and efficiently.

- The best way to contact PriorityOne is through the Support portal. It allows you to see existing cases entered by other staff members which would help identify if there is a duplicate ticket already in our system. You may also add updates to existing tickets to request updates or supply additional information.
- If you do have an emergency (an issue interrupting a companywide service), please call into our support number 201-505-1800.
- Clogging the phone lines with non-critical calls does not increase response time. It reduces average response time and may block the service to voicemail when you do have an emergency.
- During regular working hours 7:00 am through 6:00 pm, the Service Desk tries to resolve all service requests in a timely fashion. If a service request cannot be resolved by the Service Desk, the ticket will be escalated to the next tier level support.
- If you feel that your issue is not being responded to fast enough, or has been responded to but the urgency needs to be elevated, please send an email to Jason Romer, his info is on the 'Contact Us' page (page 5).
- Every site must delegate and provide us with a least two "Point of Contact" names, with cellphone numbers. These POC's are also usually designated as the "SuperUsers" in regards to being a bit tech savvy.
- When creating a Service Ticket, please provide :

- Computer name(s) experiencing the issue (click Start, right click My Computer, left click Properties and the computer name will follow the line that

Computer name, domain, and workgroup settings

Computer name:	Falco
Full computer name:	Falco
Computer description:	
Workgroup:	WORKGROUP

reads "Full Computer Name")

- A convenient time for us to gain remote access and troubleshoot the issue.
- How many workstations are affected by the issue.

Brief troubleshooting steps you may try before entering a service ticket:

- Check Connections - Check all power connections to the power outlet or surge protector. Check the back of the machine for securely connected cables for the power, video, mouse, keyboard, Ethernet cables, etc.
- Reboot - Shutdown the system. Wait 30 seconds and restart.
- Valid Passwords - Confirm that you are logged into the network using a valid network account id and password.
- Software - Check other applications to determine if they are working properly. Does the problem happen in just one program or is it fairly random?
- Internet - If the problem is with the Internet, try several other Web sites to determine if the site you are trying to visit is experiencing an outage.
- Colleagues - Check with other users in your area to determine if they are experiencing the same problem.
- Operating System - If the problem appears to be with the operating system, save all data immediately.
- Error Message - If you receive an error message, write the exact message down on paper to report to the Help Desk or take a screenshot and save it so that it can be provided to the support Engineer you work with.
- Last Function - Make a note of the last function or operation that you completed before the system malfunctioned.

Please notify staff when creating a ticket if you have already attempted these troubleshooting steps.

Guide: Taking and Saving a Screenshot

When you have an error message on the screen, the best way to relay the message to us is by taking a picture of the screen. This can be accomplished following the following few steps:

1. With the error message on the screen, press the Prt Scr (or Print Screen) button on your keyboard. It is usually above the Insert, Home, and Page Up keys. On laptops, you may need to hold the Fn key in order to take the screenshot.



- a. After pressing the Print Screen button, the desktop is captured on the clipboard in the form of a picture.
 - b. The next step is saving it into a document.
2. Open Microsoft Paint or Microsoft Word
 - a. Microsoft Paint can be found by clicking on the start button, and typing 'Paint' in the search bar. If you are in older versions of Windows, you can find paint in All Programs > Accessories.
 - b. If you have Microsoft Word installed, you can also open that program to save the screenshot.
3. In either program, Hold down the Ctrl (Control) key on your keyboard and press the V key. If the print screen was successful, you should have an image of the screen in the document. You may have to press 'Yes' in Microsoft Paint when it asks to resize the current picture.
4. Click on File > Save and save the document/picture to your desktop.
5. Attach the screenshot to the ticket via the Support Portal, Email as an attachment, or pointing out the screenshot to the Engineer you have on the phone so he can take a look at the error message.