

How to Contact CW Technology Help Desk

How will CW assist you and your workstation?

1. Remote Help Desk Support

- Support any type of computer problem
- Answer 'How To' questions

2. Remote Maintenance & Monitoring

3. On-Site support when necessary

How to Contact the Help Desk?

Phone:

877-728-7150

or

218-728-7150

Email:

HelpDesk@cwtechnology.com

**Office hours:
7:00am – 5:30pm
Mon-Fri**

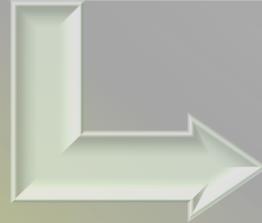
**Create a
ticket**

Browser:

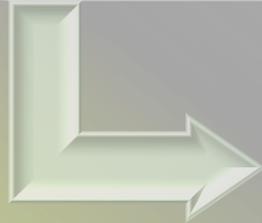
<https://cwconnect.cwtechgroup.com/support>

Communicate the Following:

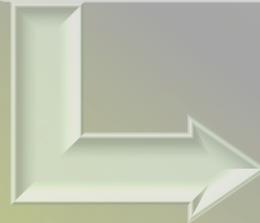
Email address
and phone
number



Description of
the issue



Best times to
reach you for
follow up



Priority or
severity
of the issue

Response Time Expectations:

Mission Critical

ALWAYS CALL

Within 1 hour

Normal Priority

Within 4 hours

Minor Annoyance

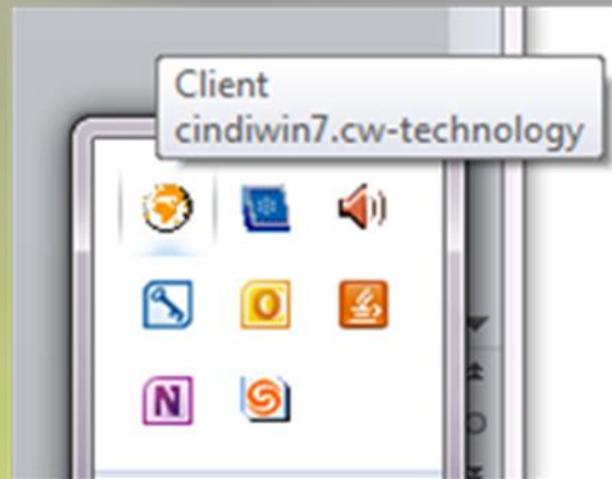
Within 1 business day

How to use the CW Help Desk Icon?

Locate the Help Desk Icon In Your System Tray.



Hovering over the Help Desk Icon will display your computer name.



Right-clicking the Help Desk Icon will display the CW Help Desk contact information.

Contact the CW Help Desk

218-728-7150 or 877-728-7150

Refresh



Double-clicking the Help Desk Icon will launch a Create Ticket Form in your browser window.

https://cwconnect.cwtechgroup.com/v4_6_release/services/system_io/customerportal/portal.html?gotoparams=newsr&company=cwtechnology

CW Distributors HP Microsoft Reliable Backup ShoreTel SonicWall VMWare Website Ideas WHOIS Search for D... Cisco.com Login Pa... Citrix Systems » My ... Postini - Mailfilter

Settings | Log Out

Create Ticket

Create Ticket

Step 1 Select Service Needed

I have a problem

Step 2 Ticket Details

Title

Problem Description

Machine ID: cindiwin7.cw-technology

Attach Document

Due Date Emergency PO Number

Step 3 Contact Details

Contact

Joey Francisco Choose

Phone 2187287124 Ext Email joey@cwtechnology.com

Submit Cancel

Creating a Ticket

Step 1:

Prefilled for you!

Step 2:

- Brief Title
- Description of problem or your 'How To' question.
- Screen shot or document to attach?
- Mission Critical? Check Here!

Step 3:

Contact info should auto populate, but if not, or at a different computer, fill in details under Problem Description.

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

- Step 1: Select Service Needed**: A yellow button labeled 'I have a problem' is highlighted with a red arrow.
- Step 2: Ticket Details**:
 - Title**: A text box containing 'Not able to print to color printer.' with a red arrow pointing to it.
 - Problem Description**: A text box containing 'Machine ID: cwdemo-hp.msp.cw-technology' and 'I no longer have the color printer in my printer list. This is just a demonstration ticket. Ignore.' with a red arrow pointing to it.
 - Attach Document**: A green link with a red arrow pointing to it.
 - Due Date**: A text box with a red arrow pointing to it.
 - Emergency**: A checkbox with a red arrow pointing to it.
 - PO Number**: A text box.
- Step 3: Contact Details**:
 - Contact**: A dropdown menu showing 'Cynthia Little' with a 'Choose' button.
 - Phone**: A text box with '2187287149'.
 - Ext**: A text box.
 - Email**: A text box with 'cindi@cwtechnology.com'.
 - Address**: A text box with '5614 Grand Ave'.
 - Suite/Apt/Unit**: A text box.
 - City**: A text box with 'Duluth'.
 - State**: A text box with 'MN'.
 - Zip**: A text box with '55807'.

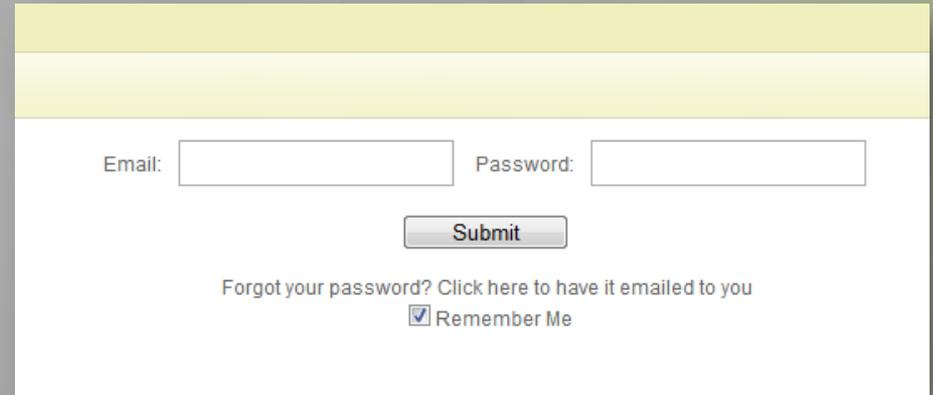
At the bottom right, the 'Submit' and 'Cancel' buttons are circled in red.

Click Submit!

How to View Your Ticket Status

You can check the status of your tickets at any time by clicking on the link within the CW response email.

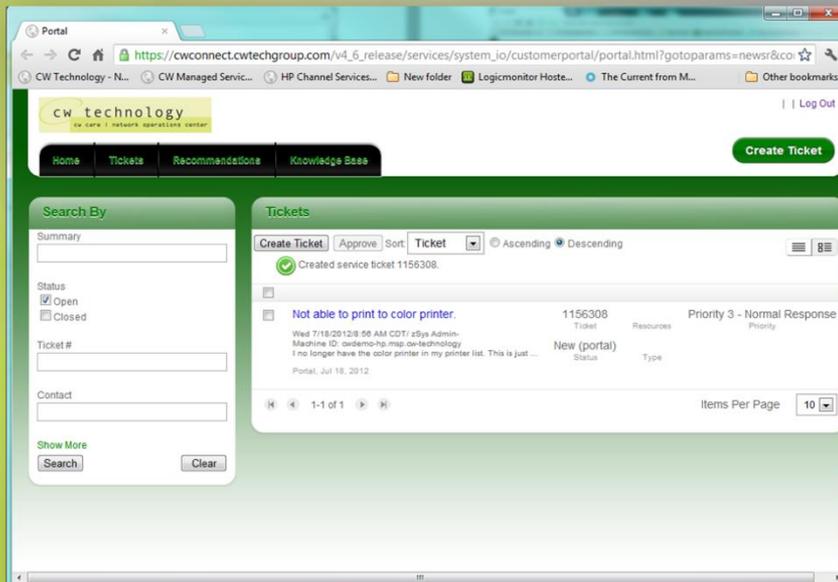
Password is **[douglas1900]**



Email: Password:

[Forgot your password? Click here to have it emailed to you](#)

Remember Me



Check the status of your tickets by clicking on the Help Desk icon and logging out or going to this website in any browser:

[https://
cwconnect.cwtechgroup.com/support](https://cwconnect.cwtechgroup.com/support)

CW Friendly Reminder

At the end of the day,
please remember to
restart your workstation.

This allows us to
proactively maintain
the health of your
workstations.

Remote Spyware
scanning & removal

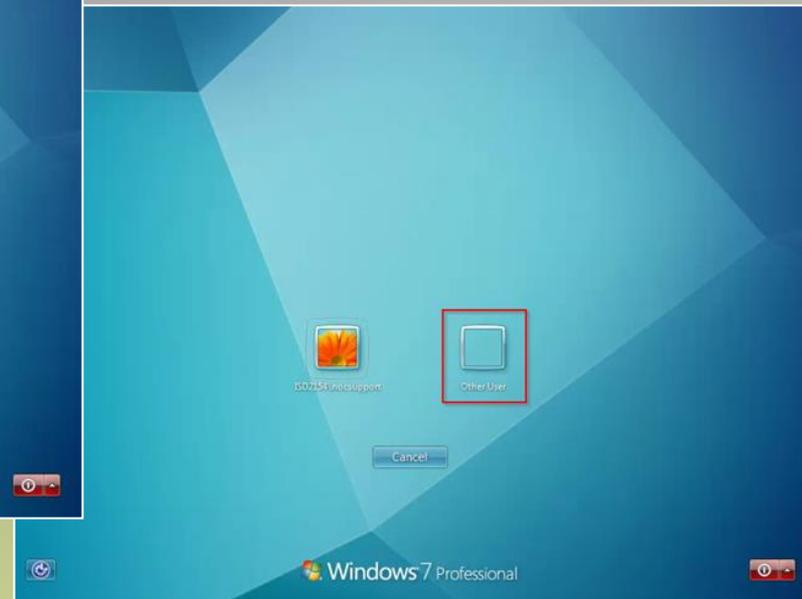
Computer
cleanup scripts

Microsoft & security
software updates

Inventory updates

CW Maintenance Login = NOCSUPPORT

If the username displayed is NOT your username, click **“Switch User”** and select **“Other User”**.



CW Managed Antivirus

We will be managing the AV on your workstation.
There is no additional action to be taken on your part.

You may see a icon in your system tray similar to this green w.



If you have any questions or concerns,
please call the Help Desk.

3rd Party Survey Company

Please remember to take a moment and give us your feedback.

*Please complete our customer satisfaction survey at your earliest convenience.
This survey takes less than one minute to complete. We appreciate your time!*

Hello Mitch,

CW Care Helpdesk has asked HDI, an independent industry association, to randomly better monitor customer satisfaction levels. Your response will help CW Technology

Incident # 123456 closed on 10/29/2015 8:56 AM
Incident Desc: Test Survey

[Take Survey Now](#)

Thank you for participating in this survey; CW Technology values your opinion. Should you please feel free to contact [CW Care Helpdesk](#) at 218-728-7150.

Hello Mitch,

CW Technology has asked [HDI](#), an independent industry association, to randomly select closed incidents to better monitor customer satisfaction levels.

Incident #: 123456
Incident Closed: 10/29/2015 8:56 AM
Analyst:
Incident Description: Test Survey

How satisfied are you with:	 Very Dissatisfied				 Very Satisfied	N/A
The courtesy of the analyst?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	<input type="radio"/> N/A
The technical skills/knowledge of the analyst?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	<input type="radio"/> N/A
The timeliness of the service provided?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	<input type="radio"/> N/A
The quality of the service provided?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	<input type="radio"/> N/A
The overall service experience?	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input checked="" type="radio"/> 5	

Additional feedback [52 / 4000]

Mitch did a great job in resolving my issue! Thanks!

If you have further questions/issues, you may contact [CW Care Helpdesk](#) directly at [218-728-7150](#).
 Please have the support center contact me.

(Select N/A if this survey does not pertain to your experience.)

We measure our success in meeting your needs!

Thank You!

**We look forward
to working with you!**