

HOW TO REACH US

When you need support, there are three easy ways to create a support ticket:

1. **Use the Maine Technology Support Icon** in your system tray (next to your clock; if you don't see it, click on the up arrow to view hidden system icons).

Select "Create Service Ticket" and you will see a small window where you can submit a brief summary of the problem, and even attach screen shots if applicable.

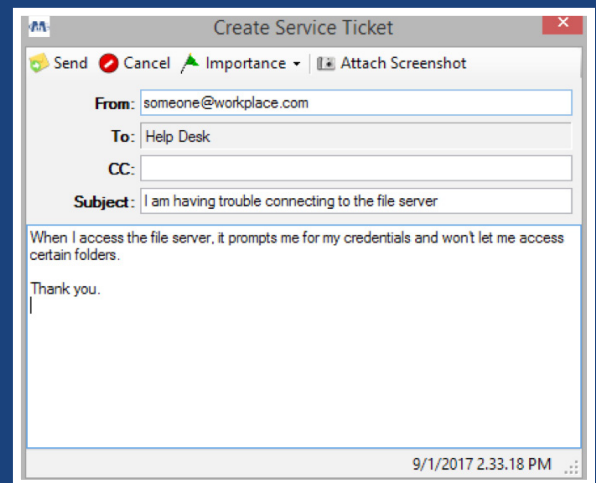
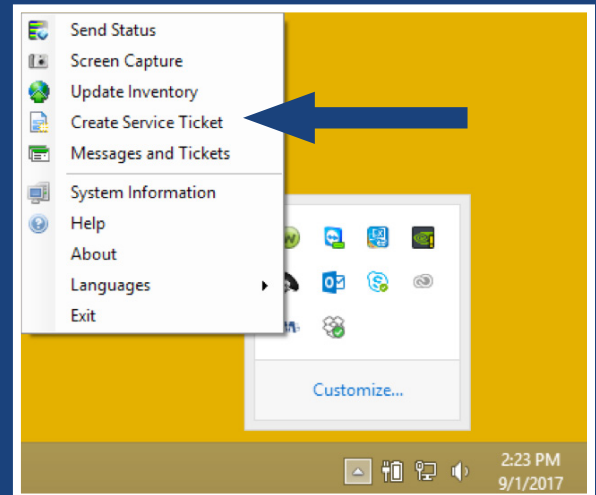
Just as with a direct email, you will receive confirmation of the support request by email with an assigned ticket number.

2. **Send an email directly** to our support system at support@mainetechgroup.com. This will automatically create a ticket in our system and notify our support team of your issue.

Please try to give as much detail as possible in your email, as this will form the initial description of the problem.

Within moments, you will receive an email, letting you know that we received your support request and the assigned ticket number.

3. **Call our office** at 207-692-0955.



Three Easy Ways to Create a Support Ticket

1

Use the MTG Support icon in your system tray

2

Send an email to support@mainetechgroup.com

3

Call our office (207) 692-0955