



SUPPORT@JECTECH.CO.ZA

# HELP DESK CHAT STEPS



## How to Use Help Desk Chat

1.

### Launch Help Desk Chat Application

Click **Help Desk Chat** shortcut on your desktop or menu bar to launch the application



2.

### Complete Form to Initiate Chat

Enter your contact information and a brief description your issue. Then click **Initiate Chat** to open a chat window.

Help Desk Chat

Submitting a request here will initiate a chat window with Help Desk Support.

You will need to select "Run" to start the chat application after selecting "Initiate Chat".

First name \*

Last name \*

Email \*

Phone \*

Secondary phone \*

Description \*

Remember my information.

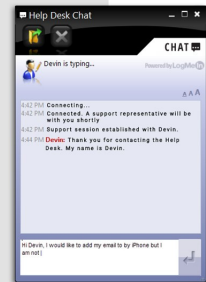
I have already contacted Help Desk Support about this specific issue.

Initiate Chat

3.

### Start Live Chat!

Begin typing to start your conversation with **our Help Desk technician.**



## Contacting the Help Desk

**Contact the Help Desk via Chat**

Click on the chat button → Gets on screen

The Help Desk can be contacted via the chat tool on your desktop or menu bar.

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**Contact the Help Desk via Phone**

Pick up phone → Dial the number → Wait to talk → Gets on screen

Our technicians can be reached via phone at +27 (0) 10 88000-70

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**Contact the Help Desk via Email**

Go to email → Try to resolve your issue → Wait few hours/days → Gets on screen

Technicians can also be contacted via email: [support@jectech.co.za](mailto:support@jectech.co.za)

**After Hours Chat Support Available to upgrade contact us [sales@jectech.co.za](mailto:sales@jectech.co.za)**



Open App



Fill Form



Chat



Office Hours  
**+27 (0) 10 880-0070**  
**08h00-17h00**



[support@jectech.co.za](mailto:support@jectech.co.za)

### HERE ARE OUR SLA OBJECTIVES:

Helpdesk Chat - Response < 1 hour

Phone Requests - Response < 4 hours

Email Requests - Response < 16 hours

New User Setup – Response < 48 hours

New Laptop Request – 14 days from procurement approval