



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 "Yes" to start the chat application after selecting "Initiate Chat".

First name *

Last name *

Email *

Phone *

Secondary phone *

Description *

Remember my information.

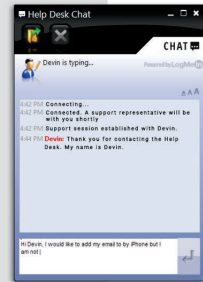
I have already contacted Help Desk Support about this specific issue.

Initiate Chat

3.

Start Live Chat!

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



4.

Call After Hours!

After hours support is available in case of an emergency with **our Help Desk technicians.**

+27 (0) 10 88000-76



Contacting the Help Desk

Contact the Help Desk via Chat

Click on the chat button → Get on answer

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

Contact the Help Desk via Phone

Ring up phone → Dial the number → Wait to talk → Get on answer

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

Contact the Help Desk via Email

Go to email → Try to resolve the problem → Wait for knowledge → Get on answer

Technicians can also be contacted via email: support@jectech.co.za



Open App



Fill Form



Chat

OR



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

OR



support@jectech.co.za

OR



Standby Number
+27 76 947 0426

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 – 10 days from procurement approval