



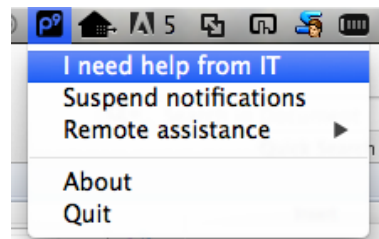
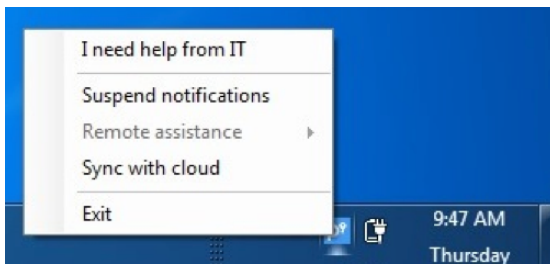
# HOW DO I RECEIVE I.T. SUPPORT?

There are ***four ways*** to receive I.T. support from Infracor

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## Submit a support request using the agent installed on your computer (simplest)

1) Right click on the **P9** icon in the task bar (bottom right for Windows or top right for Mac):



2) Click on “**I need help from IT**” and the following screen appears. Fill in the subject, a description of the problem and your email address, then click on “Send request”:

A screenshot of a web form titled "Support". The form has a header with the P9 icon and the text "I need help from IT". It contains three input fields: "Subject:" with the value "I need help with this!", "Help me with:" with the value "I am having this sample I.T. issue - can you help me please!!", and "Contact me at:" with the value "my\_email@acme.com". A "Send request" button is located at the bottom right of the form.

3) You will receive a support ticket from our help desk and we will begin to action your request.

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## Log a support ticket via our Support Website

Go to the website:

<http://support.infracor.com>

Click on “Submit a Request” at the top menu bar, and then follow the prompts to submit your ticket.

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## Submit a support request via email

Send us an email to the email address [support@infracor.com](mailto:support@infracor.com) with a description of your problem. You will then automatically receive a ticket from our help desk and we will begin to action your request.

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## Place a support call

Place a support call to one of our staff. Please dial the number **1300 277 211** and choose **option 1**.