

How to Contact the Winona IT HelpDesk

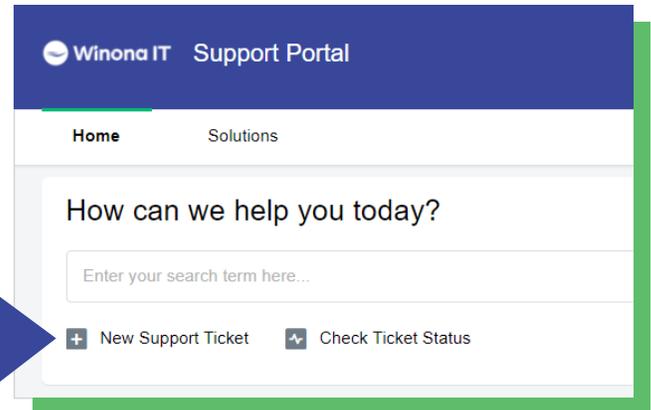
When having technical difficulties, whether they be with a printer, computer, etc., send an email to help@winonait.com with a description of the issue and, if possible, an image of any error messages being shown on your screen. We will then get with you to resolve your issue in a timely manner.

Another option is to submit a ticket online. To do so, follow the steps below.

1. Open up a web browser and navigate to winonait.freshdesk.com

You will be greeted with a landing page that looks like the screenshot on the right.

2. Next, click **+ New Support Ticket** to be redirected to a form to enter issue details.

A screenshot of the "Submit a ticket" form in the Winona IT Support Portal. The form is titled "Submit a ticket" and has a dark blue header with the Winona IT logo and the text "Support Portal". Below the header, there are two navigation links: "Home" and "Solutions". The form fields are: "Requester *" with the value "Jacob@winonait.com", "Subject *" with the value "Outlook freezing", and "Description *" with a rich text editor containing the text "Hello, Outlook is freezing after about 10 seconds of being open, or when I try to navigate to any of my folders. Please call me when you can! 574-306-0926.". Below the description field, there is a link "+ Attach a file". At the bottom of the form, there is a reCAPTCHA widget with the text "I'm not a robot" and a "SUBMIT" button next to a "CANCEL" button.

3. Enter your email, the subject of the issue (such as *Outlook freezing*), and then provide a brief description of the issue. Please also provide a screenshot of the issue, if possible. The **+ Attach a file** button can be used to attach a screenshot you may have saved, or you can simply paste the screenshot into the description. Screenshots are not required, but they do help us better understand the issue before we begin troubleshooting. To the left is an example of a ticket that has been fully filled out.

Once submitted, one of our technicians will reach out to you right away to resolve your issue!