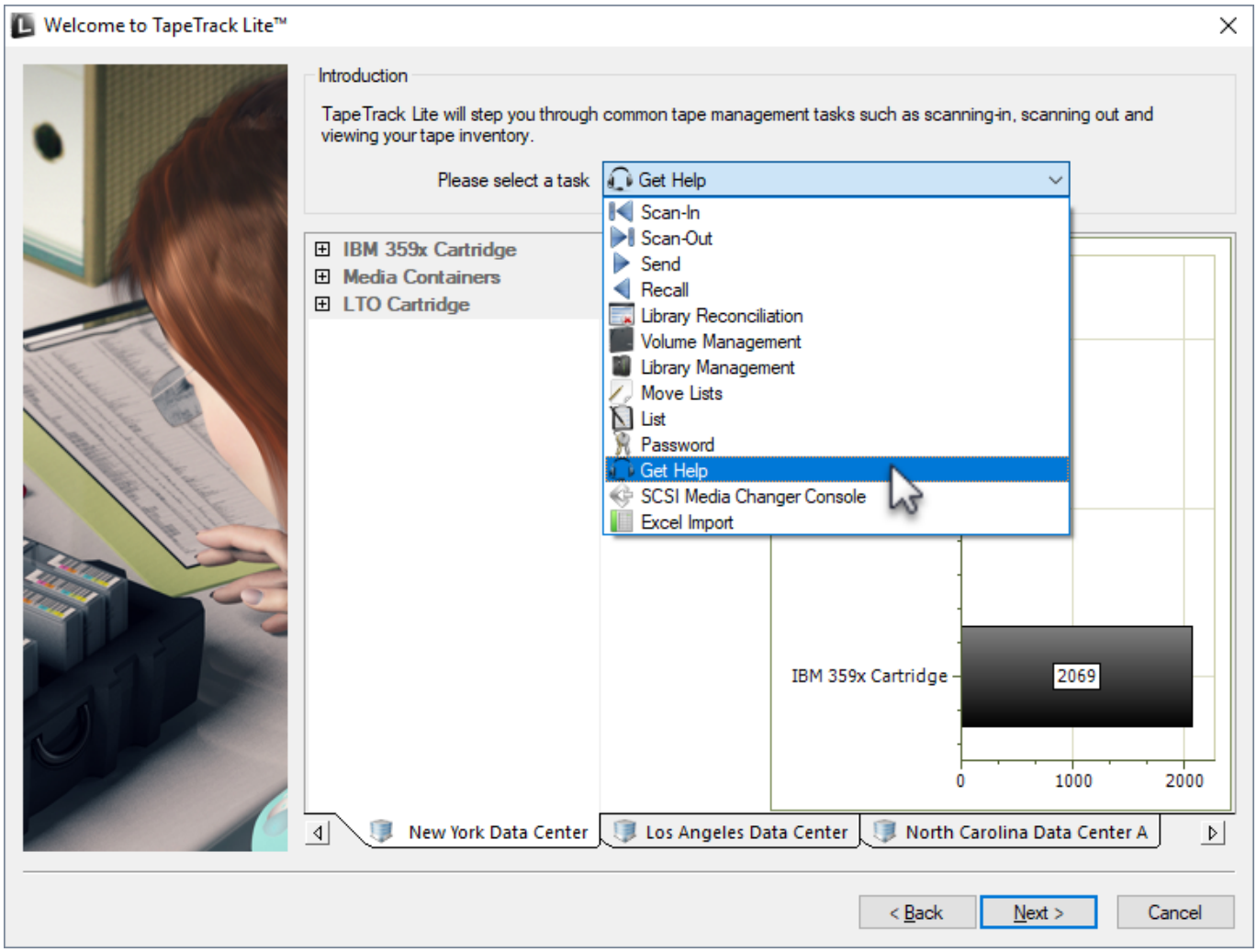
Getting Help

Selecting the get help task will open up an email in Microsoft Outlook (or default email client) with a template to describe your problem, operating system and TapeTrack version to be sent to TapeTrack's help desk for support.

Password Process

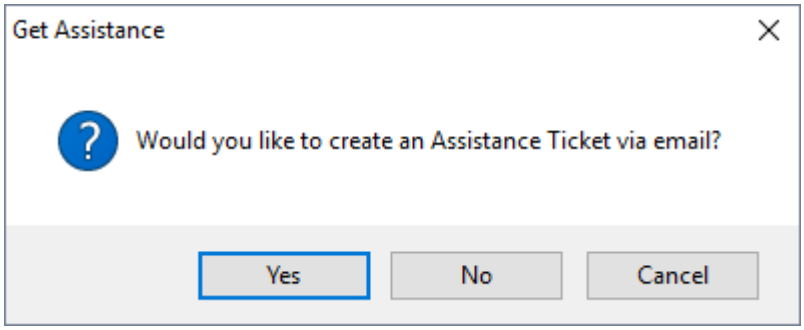
Select Get Help

Select `Get Help` from the drop-down task menu and click `Next` to continue.



Creating An Assistance Ticket

This will open a dialogue with the option of creating an Assistance Ticket via email.



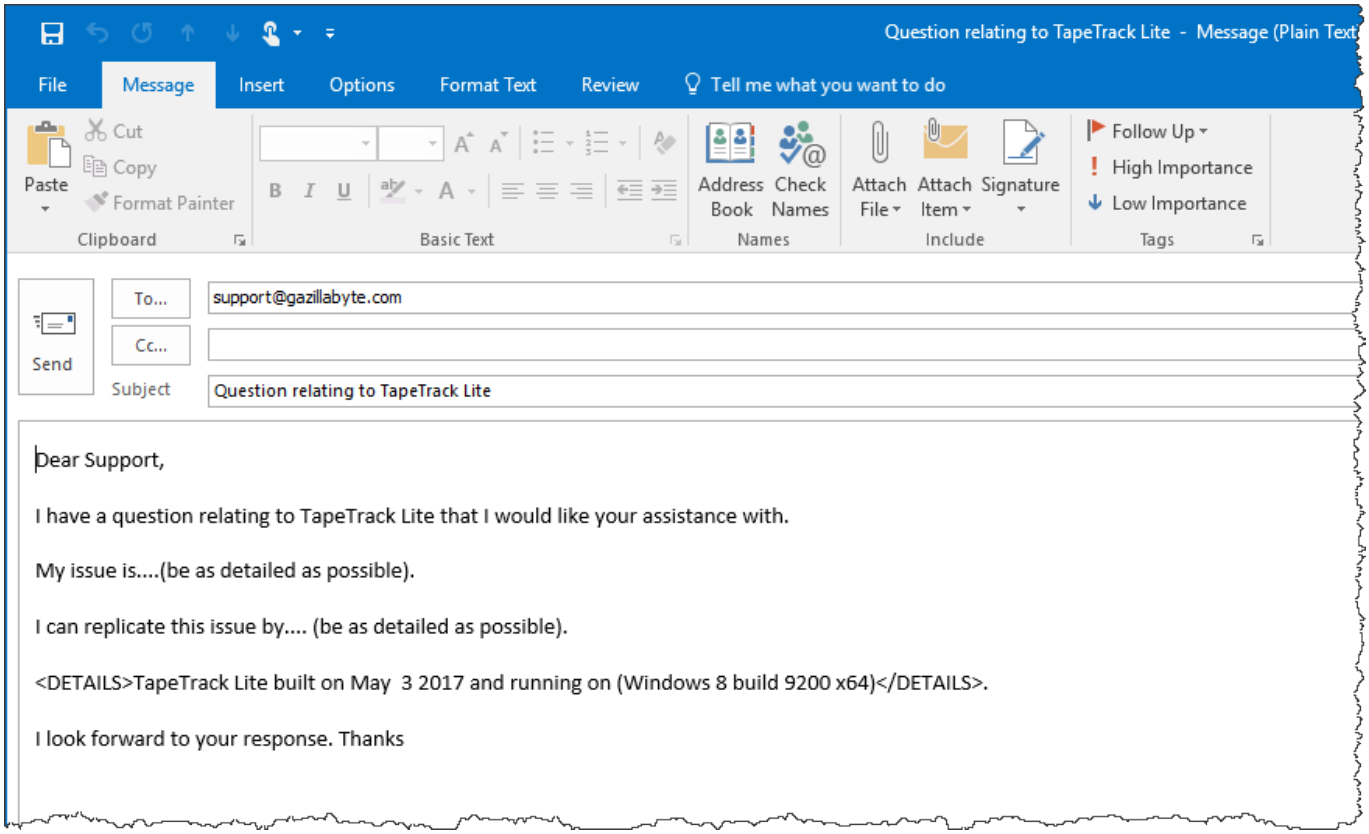
Create Assistance Ticket Via Email

Selecting Yes will open your default mail client with a template email.

This template will help guide you on how to best describe the problem you are experiencing, as well as details about:

- Your operating system.
- Current TapeTrack version.
- How to replicate your problem.

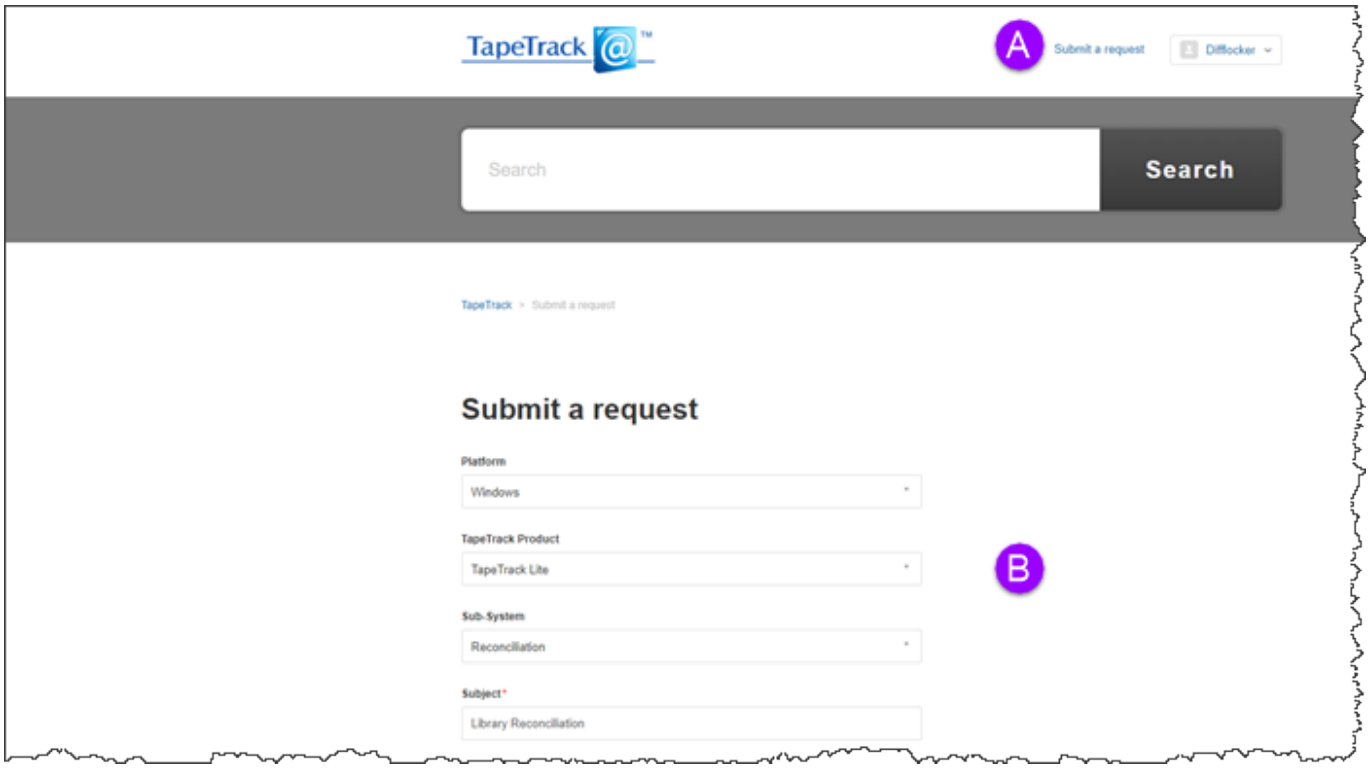
Sending this email will create an assistance ticket from which the help desk staff will assist you via email.



If you don't have a default mail client installed you will be prompted to set one up.

Create Assistance Ticket Via Web Portal

Selecting No to creating an Assistance Ticket via email will open your browser and direct you to https://gazillabytellc.zendesk.com/hc/en-us where you can raise an assistance ticket through a web portal.



Notes

- **A** Click Submit a request to open **Help form**
- **B** Fill out fields to describe your problem

Replies to the ticket from the help desk will be posted in this portal as well as to the email you registered when setting up your help desk login.

Cancel Assistance Ticket

Selecting `Cancel` to creating an Assistance Ticket via email will exit back to TapeTrack Lite.

From:
https://docs.tapetrack.com/ - **TapeTrack Documentation**

Permanent link:
https://docs.tapetrack.com/lite/function_getting_help?rev=1544141446

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