

# Help Desk

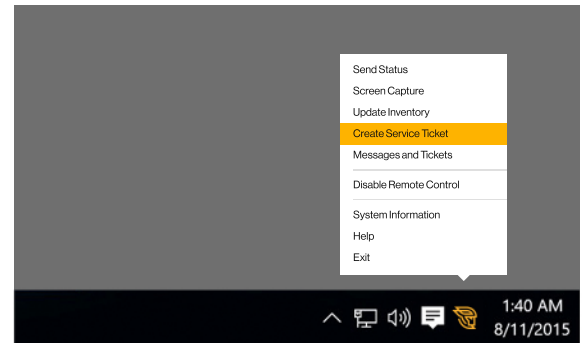
Creating a New Service Ticket

**SADOS Help Desk** is a resource intended to provide the customer with support to troubleshoot problems and provide guidance about computer issues, servers, hardware, software and other technology related inquiries.

## Create a new service ticket

### SPARTAN Managed IT Clients

- Right click the SPARTAN Agent icon in your lower righthand taskbar
- Click “Create new service ticket”
- Enter required fields. Note the “From” email address serves as the email address at which you will receive our response.
- Submit new service ticket.



### Non SPARTAN Managed IT Clients (or if you're unsure)

- Email [support@sados.com](mailto:support@sados.com) to create a new service ticket.
- You will receive a confirmation that your new service ticket has been activated.

### Need immediate support?

Call our 24/7 support hotline at **1-877-697-2367** or chat live via **sados.com** during normal business hours M-F 9AM-6PM.