

ANS Online Support Tool Instructions

How to Log In:

Step 1: Go to <http://www.ans-online.net>.

Step 2: Click **Support** from the Application Access menu on the left side of the webpage.

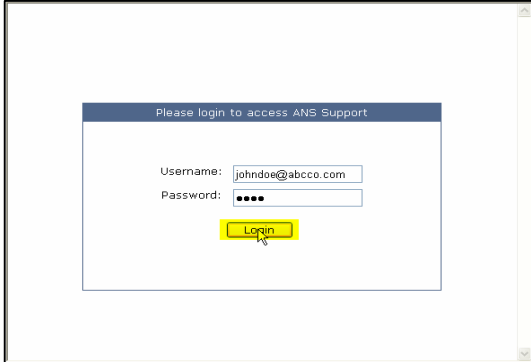


Step 3: Click the **Support Request – Help Desk** link.



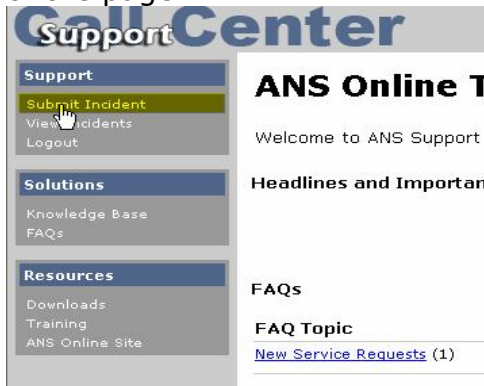
ANS Online Support Tool Instructions

Step 4: Type your email address in the **Username** field and your password in the **Password** field. If you don't know your password, contact the ANS support desk by emailing support@anscorp.com. For ASP Hosting customers, the password is your password to login to your ASP session. Then click the **Login** button.



How to Submit a New Incident:

Step 1: Click **Submit Incident** from the Support Box menu on the left side of the page.



Step 2: Select a **Category**. This will activate more drop down boxes one at a time for more specifics on your problem. You must complete the Category fields to submit an incident.

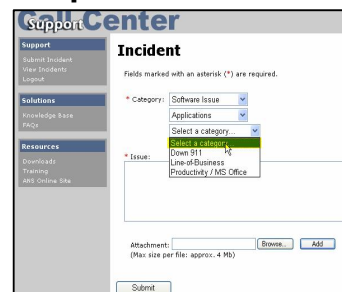
Drop Down Box #1:



Drop Down Box #2:

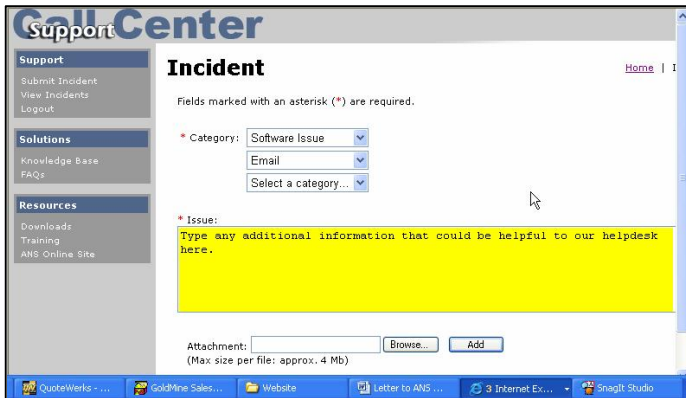


Drop Down Box #3:



ANS Online Support Tool Instructions

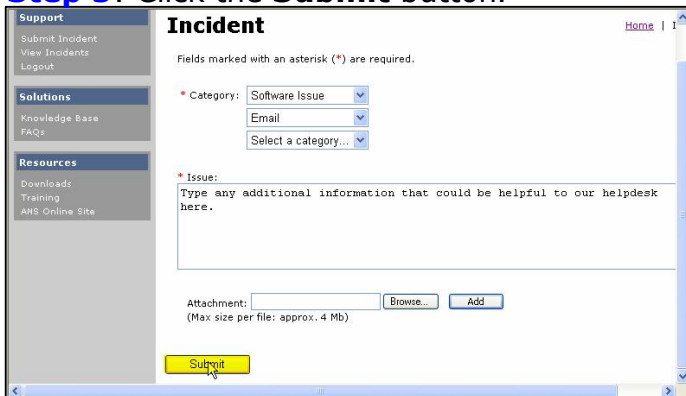
Step 3: Type a description of your issue in the **Issues** box. The more information you provide, the faster ANS can resolve your issue.



Step 4: Option: attach files that are relevant to your issue, including screenshots of your error message, by clicking Browse next to the **Attachment** field, navigate to the file, click Open, then click Add.



Step 5: Click the **Submit** button.



Your incident is now in the ANS helpdesk software system, and an email was sent to the support mailbox. An ANS engineer will contact you shortly after receiving the incident either by phone or by e-mail.

ANS Online Support Tool Instructions

How to View the Status of an Open Incident:

Step 1: Click on **View Incident**.



Step 2: View all **OPEN** Incidents, you can open a specific incident by clicking on the date under "Created". You will see the ticket status and priority, your own notes, and any notes added by the support department.

