

Creating a Ticket for assistance with AVP

There are two methods in which to create a Ticket with FosTech Support for assistance with AVP.

- The first, and most accurate way is to go to our support site at support.fostechsolutions.com and enter in the proper information in each required field. Followed by a detailed description of what the issue is, or what service you are requesting.

- The other option is to send an email to our support email address at support@fostechsolutions.com. If you choose to send the Ticket in through email, please ensure that you include the following information:
 - Your name
 - Your Company's name
 - The name of the individual/participant in AVP that is affected by the issue, if there is one.
 - A detailed description of the issue or of the service being requested.
 - A good way to contact you (email/phone number), and a time that you will be available.

Whichever option you prefer to use to submit Tickets, we ask that you only include one issue/request per Ticket. If you have multiple items, please submit a Ticket for each one.

 Once a Ticket has been received in our system through the email option, you will receive a confirmation email. If you do not receive one, then the Ticket did not successfully get entered and we will not know that you need assistance. Below is an example of the email you should receive.

Ticket Received - Creating a ticket.



Support Email Address <support@fostechsolutions.com>

To  James Herron

 If there are problems with how this message is displayed, click here to view it in a web browser.

Dear James Herron,

We would like to acknowledge that we have received your request and a ticket has been created. A support representative will be reviewing your request and will send you a personal response. (usually within 24 hours).

To view the status of the ticket or add comments, please visit <https://support.fostechsolutions.com/helpdesk/tickets/3201>

Thank you for your patience.

Sincerely,
FosTech Solutions Inc Support Team

If you do not receive this email, please go to the support site, and enter your Ticket. **Also, let us know that the email option is not working.**

We ask that you use the Ticketing system as your primary source for requesting assistance with AVP. This is for both your advantage and ours. It allows you to get the first available technician, while allowing us to follow our analytics and insure we are helping you to the best of our ability. However, in urgent cases, we do still have a technical support number available at 918-420-1001 option 1.