

Intrinsiq - Helpdesk Guide

At Intrinsiq we work to provide you efficient and rapid support to resolve any issues you experience. To facilitate this all support & development work is completed through our Ticketing System.

IMPORTANT: There is no requirement to login to the portal.

If you require support simply email 'support@intrinsiq.net'. If you call or email one of our team directly, they will raise a ticket in our system and that ticket will be emailed to you. Any messages you receive from the ticketing system you can directly reply to and we will receive your response via the system.

Setting up your Ticket System Account (Optional)

If you choose to setup an account in our ticket system, you may track the progress of all your outstanding tickets and submit additional information to our team.

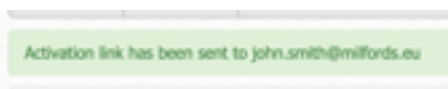
To access the ticket system go to: <http://intrinsiq.net/support/>, you will see a page as shown below.



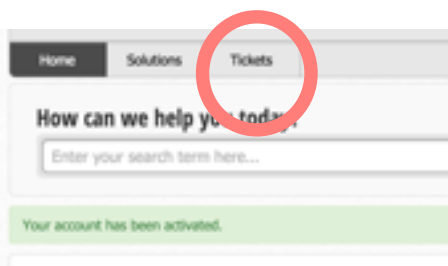
Click the Sign Up link in the top right (as circled in image above).

Complete the form with your business email address (the one you use to send support requests to Intrinsiq).

You will see a message like this:



In the email you receive, click the link. Enter a password of your choice and click 'Activate & Log in'.



You will now see an additional menu item 'Tickets', which will show you any past and current tickets.