

How to Request IT Help

1. DETERMINE THE PRIORITY LEVEL
2. REQUEST SUPPORT USING THE **FIXIT ICON ON THE DASHBOARD** OR YOUR PHONE WEB BROWSER—DEPENDING ON THE LEVELS BELOW



Emergency Priority

STORE DOWN SITUATION! UNABLE TO OPERATE!

Or No Internet (unable to submit request online)

Step 1: Contact DM to ensure Emergency status

Step 2: Call IT at **828-475-1285**

IT Admin will dispatch with the highest priority to ensure prompt response.

The voice call will ensure no technical glitches interfere with the request.



High Priority

Store is operating, but at limited capacity. Customer service is affected.

Step 1: Submit a support request using the online form (from store PC dashboard, or Scan code below) and choose **High Priority.**

The IT Admin will receive an email and text notifying him of the urgent issue. He will dispatch based on highest priority and respond ASAP with the planned solution.

The sender will also receive a confirmation email to ensure the process has begun.

Examples:

One POS terminal down, one/part of the pack line down, OCB not functional



Normal Priority

Store is operating; customer service is not directly affected.

Submit a support request using the online form and choose **Normal Priority.**

The request will be submitted to a log that is reviewed daily.

Examples:

Any issue that can wait at least 24 hours for a response

Scan Code To Submit Request Via Phone

