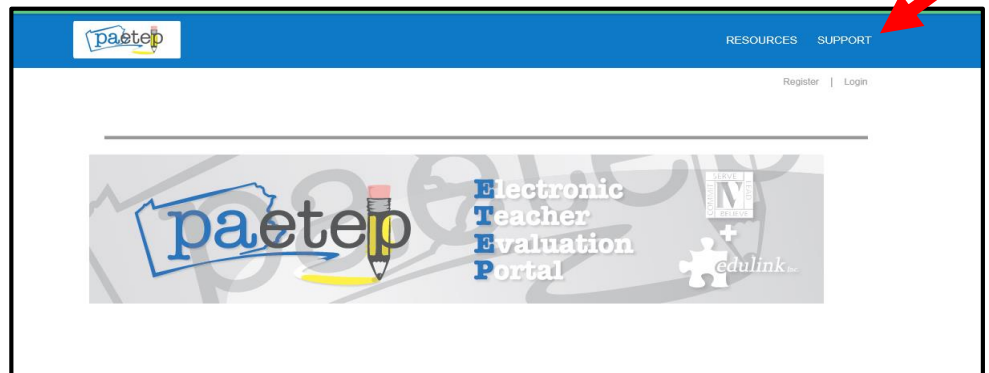
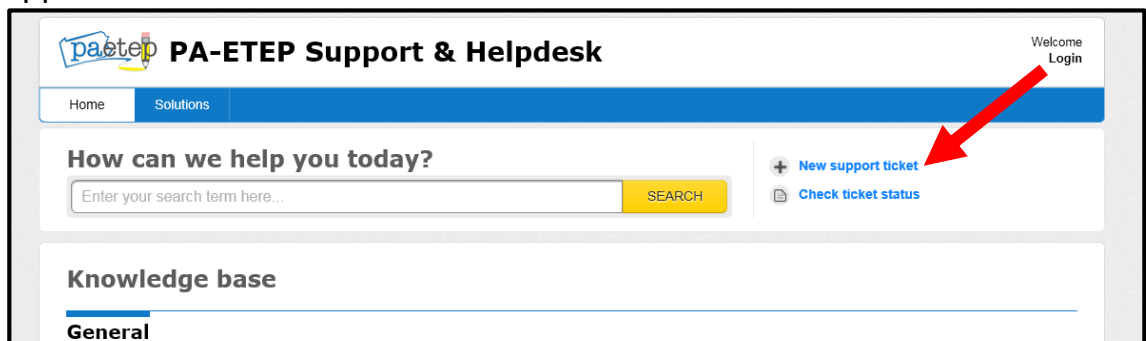


SUBMITTING A PA-ETEP SUPPORT TICKET

Click on support in upper right hand corner:



Click on New Support Ticket:



Fill in all boxes with the red asterisk (*). (For the Location of issue: the web address box, just copy and paste the PA-EETEP website address from the page you are having a problem with or need assistance.

When you have completed all information, click the yellow submit button at the bottom of page.

A screenshot of the PA-ETEP Support & Helpdesk 'Submit a ticket' form. The form has a blue header with the PA-ETEP logo and the text 'PA-EETEP Support & Helpdesk'. There are links for 'Home' and 'Solutions'. Below the header, there is a 'Submit a ticket' section with several input fields: 'Your Email Address *', 'Subject / Issue Summary *', 'Issue Description - For faster resolution, please provide as much detail of your issue as possible *', 'Location of issue: the web address (begins with paetep.com/...) Copy/paste the entire http:// URL from your browser here: *', 'School/Building', 'PA-EETEP Username/Email *', and 'Your Browser (and version when using Internet Explorer)'. There is also a CAPTCHA section with the text 'To verify you are human, please type the given scrambled letters' and a CAPTCHA image showing the number '133'. At the bottom of the form, there are two buttons: 'Submit' (yellow) and 'Cancel'. A red arrow points to the 'Submit' button. Another red arrow points to the 'Location of issue' field.

(Turnaround time is usually within 24 hours.)