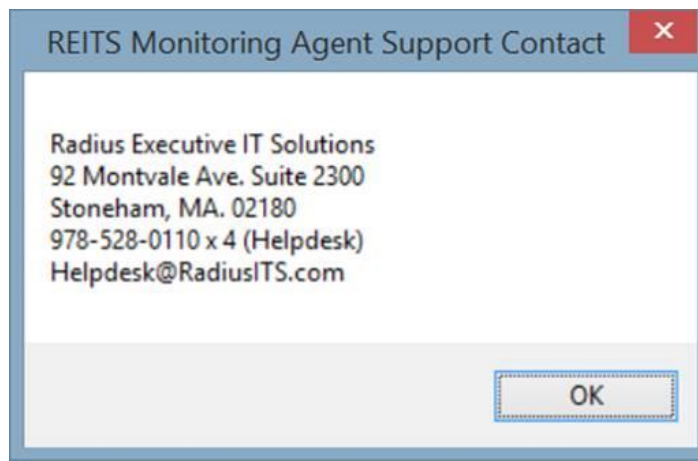


# IT SUPPORT COMMUNICATION

Please note the following activity to your IT environment which may affect you. Consideration has been given to the impact of this change to minimize any interruption to your IT computing environment. Your understanding is greatly appreciated.

ACTIVITY
<p>This IT support communication is to inform all users of changes to IT Support coverage. Below are instructions on how to contact Radius Executive IT Solutions to receive technical support. Please use these contact methods in the future for all technical support needs.</p>
WHAT DO I NEED TO DO TO PREPARE?
<p>Make note of our telephone and support information as listed below,</p> <p>Helpdesk Email: <a href="mailto:Helpdesk@RadiusITS.com">Helpdesk@RadiusITS.com</a> REITS Helpdesk Support Phone #978-528-0110 Option 4 Remote Support Link: <a href="https://support.radiusits.com">https://support.radiusits.com</a></p>
HOW DOES IT WORK?
<p>To help us serve you better, we have installed a special monitoring agent on all computers systems which will help us gain quick access to remotely diagnose and repair your computer system. When you call into our helpdesk, we may ask you to Identify your computer. Below are some screenshots which will help you locate this information. Once you have initiated a support request, please notify your supervisor.</p>
 <p>The screenshot shows a Windows taskbar with a notification bubble that says "Click the R as shown below for helpdesk actions." The notification bubble points to a small orange square icon with a white letter 'R' on the taskbar. A context menu is open over the taskbar, listing the following options: "Go to Support Website", "Show Support Contact", "Submit Support Request", "Identify PC", and "Exit". The system tray shows the time as 12:04 PM on 3/21/2016.</p>
<p>You will also be able to see our contact information by clicking the <b>Show Support Contact</b> as well.</p>



In order to submit a support request directly into our ticketing system, please click the option for **Submit Support Request**.

By clicking the **Attach Screenshot** checkbox at the bottom of the ticket window, this will automatically attach a screen shot of whatever is open on your screen at the time for troubleshooting purposes. Please be observant while using this feature as to ensure patient or private information confidentiality.

### **WHAT SHOULD I DO IF I HAVE PROBLEMS?**

Please report any issues or concerns through the **REITS Helpdesk @ 978-528-0110 option 4.**

Thank you,

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