

HOW TO SIGN UP TO OUR HELP CENTER

BENEFIT #1

Easy to submit and manage

BENEFIT #2

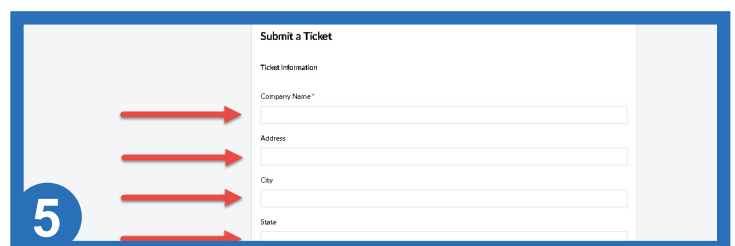
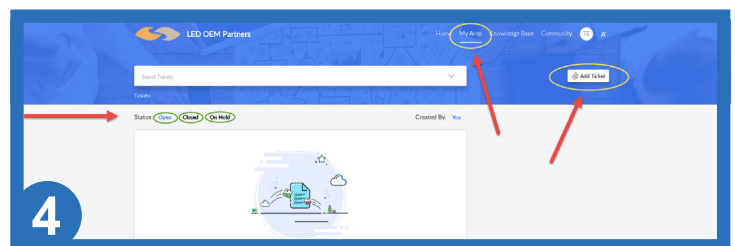
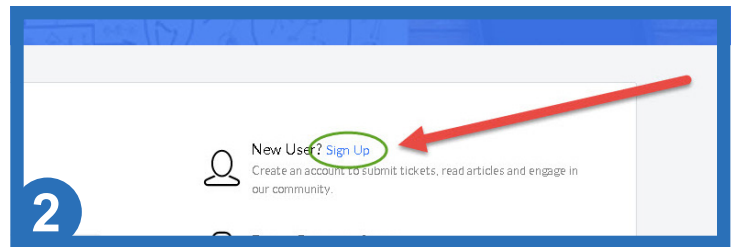
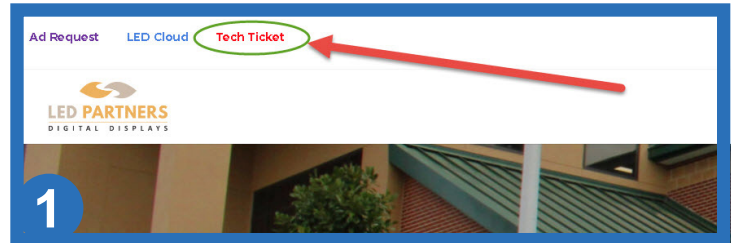
Faster response time and 24/7 online access

BENEFIT #3

Online help articles on FAQs

GO TO OUR WWW.LEDPARTNERS.COM TO SIGN UP IF YOU DO NOT ALREADY HAVE A TECH TICKET ACCOUNT.

- 1 Click on the **TECH TICKET** red button on the top left.
- 2 Click sign up as a **NEW USER**.
- 3 Create your profile with your information and click **SIGN UP**. Your account will be approved by one of our technicians. Once it is approved, you will get an email notification and will be able to login with your credentials.
- 4 There are 4 sections, HOME, MY AREA, KNOWLEDGE BASE, & COMMUNITY.
 - The Home Tab:** is an overview of recent tech tickets and knowledge base articles.
 - My Area Tab:**
 - Open - check status of your open tickets.
 - Closed - check closed tickets.
 - On Hold - check tickets that are on hold.
 - Add Ticket - creates a new ticket.
 - Knowledge Base and Community Tab:** are articles about common solutions to problem you may have regarding the sign, software, ad request, etc.
- 5 **CREATING A TICKET** - After you clicked add ticket (step 4) fill in all the fields below. The more details and pictures the better the diagnose and resolution. After your ticket is created you will be able to manage them. Our technicians will contact you with a solution.



HAVE ANY QUESTIONS?
CONTACT US THROUGH LIVE CHAT OR SUBMIT YOUR TICKET ONLINE!
WWW.LEDPARTNERS.COM