

# How to Contact prototype:IT Help Desk

01



## Option 1: Email

Email your request for assistance to [helpdesk@prototypeit.net](mailto:helpdesk@prototypeit.net)

Please be sure to include your call back phone number and the description of the issue for which you are requesting assistance. Once received, you will receive an automated email reply from the help desk. The message will have the number of the ticket created for your issue.

02



## Option 2: Phone

Call **214-270-0850** and choose option 2 from the voice menu

Our business hours are from 7:00 AM to 6:00 PM Central Time, Monday through Friday. A technician is available to address critical issues\* during non-business hours, seven days a week.

03



## Option 3: Online

Create a ticket online at [www.pt-ejacket.com](http://www.pt-ejacket.com)

Online ticket creation requires the use of a prototype:IT-supplied user account. A prototype:IT eJacket account gives you access to prototype:IT's help desk ticketing system. Access to the ticketing system allows you to monitor the status of the resolution of your issue whenever you want.