

# UMBRELLA HELP DESK

## CONTACT SUPPORT

We have dedicated consultants that will help you with all your SYSPRO support needs and escalate if required.

- Email us directly — [support@umbrellaconsulting.ca](mailto:support@umbrellaconsulting.ca)
- Visit our website — [umbrellaconsulting.ca/contact](http://umbrellaconsulting.ca/contact)



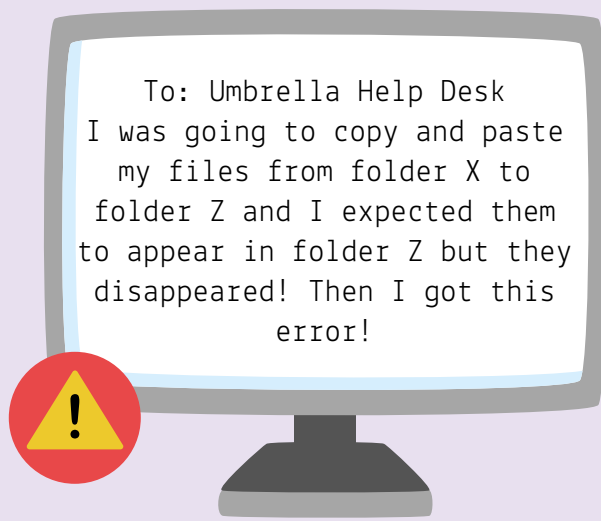
## TAKE PHOTOS

Capture a clear, full screen photo of the issue including settings, fields, error messages, etc. If possible, taking several photos leading up to the problem can be helpful for our consultants to determine the problem and find a solution.



## DESCRIBE PROBLEM

Include a clear and concise reprisal of what happened. What were you doing? What were you expecting to happen? And what actually happened?



## TICKET ISSUED

A unique support ticket will be issued to you. If you require immediate assistance, your ticket will be escalated to resolve the problem quickly.

## BE PATIENT

Our consultants have received your ticket and will be in touch with you soon. Once we connect, we can work on resolving it as quickly as possible!

