

# DS410

## STEPS FOR QUICK TECH SUPPORT DS410 Complete Plus Support

### Option 1: Create a service ticket with the DS410 Partner Portal:

1. Click the blue "lifesaver" icon on your desktop or in the tray down by your clock. If you are mac user and this is your first time using desk director go to your applications and search for DS410 Partner Portal.
2. Once the partner portal is open, you can select "Request Support" to submit your ticket.
3. For more information on the DS410 Partner Portal you can visit:  
<https://ds410.itglue.com/DOC-337406-865503>



### Option 2: Create a service ticket via email:

1. Address an email to [support@ds410.com](mailto:support@ds410.com). Include the subject and a very detailed message describing the request.

### Option 3 Call the dispatch team:

1. Call 646-583-0410
2. Press option 2 for support
3. Your call will be directed to a member of our dispatch team. This team member will create a service ticket for you and will assign your ticket to the next available technician. To expedite the process please be prepared to describe your request in detail.

# DS410

## STEPS FOR QUICK TECH SUPPORT DS410 Complete Plus Support

### Option 1: Create a service ticket with the DS410 Partner Portal:

1. Click the blue "lifesaver" icon on your desktop or in the tray down by your clock. If you are mac user and this is your first time using desk director go to your applications and search for DS410 Partner Portal.
2. Once the partner portal is open, you can select "Request Support" to submit your ticket.
3. For more information on the DS410 Partner Portal you can visit:  
<https://ds410.itglue.com/DOC-337406-865503>



### Option 2: Create a service ticket via email:

1. Address an email to [support@ds410.com](mailto:support@ds410.com). Include the subject and a very detailed message describing the request.

### Option 3 Call the dispatch team:

1. Call 646-583-0410
2. Press option 2 for support
3. Your call will be directed to a member of our dispatch team. This team member will create a service ticket for you and will assign your ticket to the next available technician. To expedite the process please be prepared to describe your request in detail.