**From quirky computers to data requests, the Data & Tech team is here to support you!**

**What kind of support can I get?**

Bottom Line has partnered with InfraNet Solutions, Inc. for Technology Support Services.

Our partner (InfraNet Solutions) will be providing helpdesk services, while the Data & Tech team continues to provide Salesforce & Data request support.

Whether you have a broken computer or a broken dashie, all support is handled through our [ticketing system](https://isdsi.itclientportal.com/ClientPortal/Login.aspx%20).

**How do I access the ticketing system and how do I submit a ticket?**

You can access the [ticketing system](https://isdsi.itclientportal.com/ClientPortal/Login.aspx%20) in multiple ways.

**Option #1:**

1. Double click on the Support icon on your tasks
2. When the software opens, go to your third tab- "Tickets"  
   ​​​​​​​
3. To enter a new ticket, click "New Ticket"

1. Click "Hidden Icons" if you won't immediately see the support icon

2. The tickets tab will be your third option in the top center screen

3. Clicking on the 'Tickets' tab will give you the option to submit a new ticket, as well as show you any tickets submitted