iVenture Solutions - Issue Management

Last Modified on 12/13/2015 4:07 pm EST

Whenever you have an IT issue *that seems to be isolated to your machine ...*

- Use common sense and check your plugs, ethernet cables, and restart your machine.
- Note any error messages or abnormal behavior of your machine in the restart.
- If the machine does not work, please immediately report it directly to iVenture using one of the following two ways:

    1. Email support@iventuresolutions.com
    2. Call 727-532-0603

> 💡 For any email communications, consider supplying screenshots of error messages and anything else you want to bring attention to.

Whether you choose to email or call, please include the following information:

- Brief description of the issue, the date and time
- Whether or not the issue is causing a work stoppage
- Your name, your MIC phone number, and/or your cell phone number
- At resolution, iVenture Solutions will send you an email to solicit candid feedback
    - Please document impact to your workflow
    - Start date/time and resolution date/time
    - And user experience

> ⚠️ You must be reachable by phone, in case Data Balance needs to talk with your or gain your permission to access your computer.

If you are having an issue that others are also having ...

... or if you are unable to resolve your issue by working with iVenture Solutions, please report it to Herb and he will contact them.