

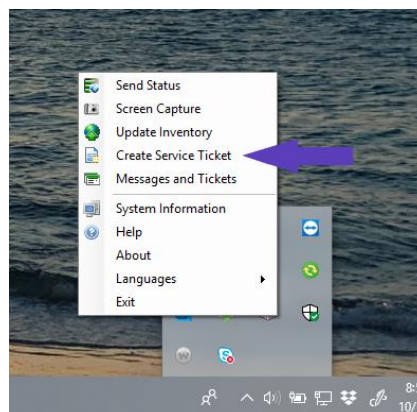
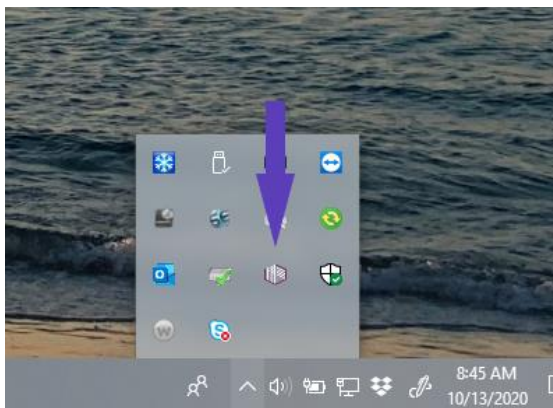
Data Protection International

Placing a Service Ticket

Welcome to DPI's Secure Managed Service.
To place a service ticket, please follow the steps below.

From the computer having the issue(s):

- 1. In the taskbar click the DPI icon, then select "Create Service Ticket"**



- 2. Provide a description of your issue and click send.**

A screenshot of the 'Create Service Ticket' dialog box. The dialog has a title bar with a close button. Below the title bar are buttons for 'Send', 'Cancel', and 'Importance', along with an 'Attach Screenshot' button. The 'From' field contains 'oec'. The 'To' field contains 'Help Desk'. The 'CC' and 'Subject' fields are empty. A large text area is provided for the user to enter a description of the issue. The dialog box is set against a background of a sunset over the ocean. The bottom right corner shows the date and time: '10/13/2020 8.47.44 AM'.

If you are unable to place a service ticket from the affected PC, please call us toll-free at (877)353-8348 to report your issue.

Thank you for partnering with DPI!

Sincerely,

The DPI Team

