

Welcome to IT Support by Anchor Network Solutions!

How to Contact Us:


Client Access Portal - <http://support.anchornetworksolutions.com/>

Our portal allows you to log directly into our system and create a support request ticket yourself. This is the best and quickest way to inform us of an issue and track the progress!

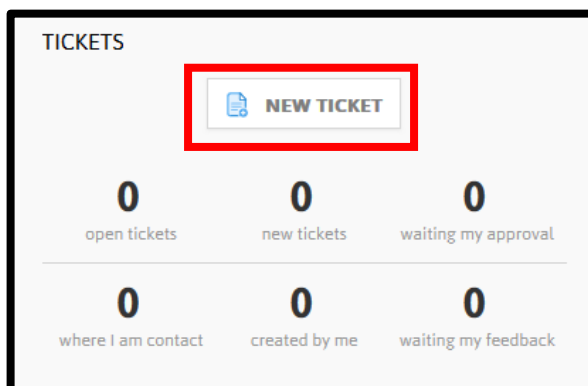
Below is a walk-through of the portal, how to open a new ticket, and how to check on open tickets.

1. Enter Username (*typically your work email address*) and password to login.

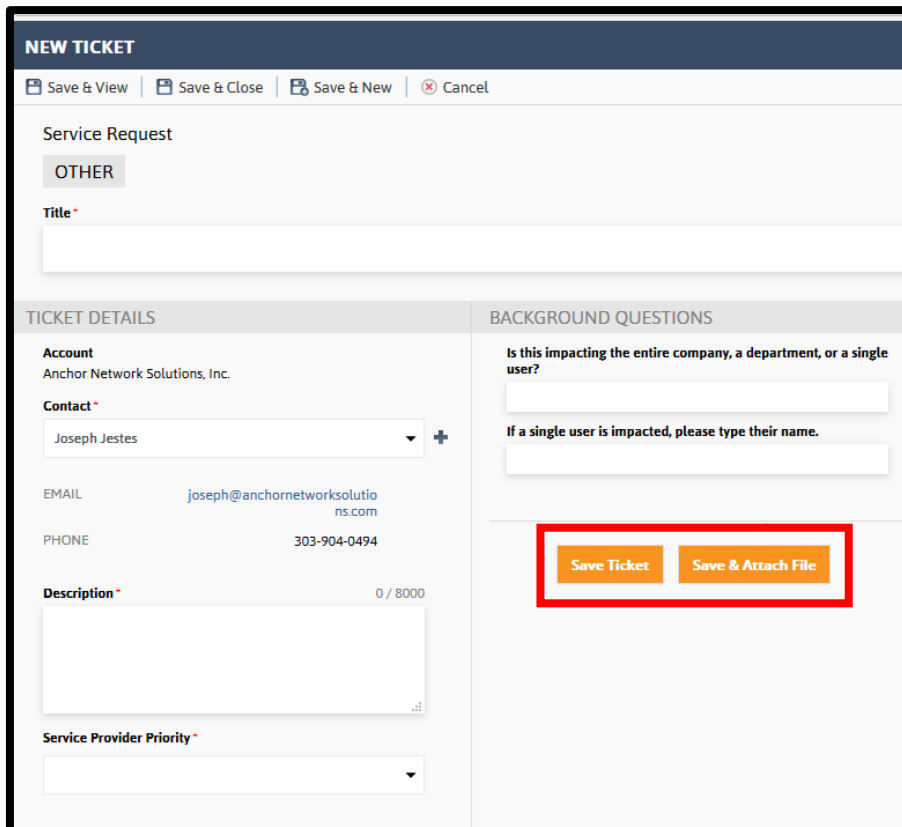
If you do not know your password, click “**I forgot my password**” and an email will be sent to you to reset it.



2. To create a problem ticket, click on “**NEW TICKET**” on the top right of the screen

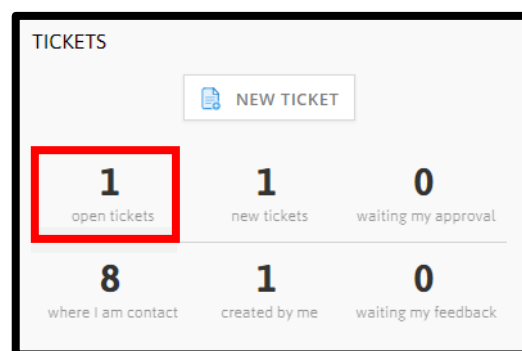


3. Select **“Request Type”**
4. Fill out all other sections. *(The more information you can provide the better!)*
5. Click **“Save Ticket”** or **“Save & Attach File”** (A confirmation email will be sent to you.)



You may check on open tickets, add notes and attachments, and view work done at any time.

6. Click on **“Open Tickets”** on the Ticket Dashboard
7. Click on the Ticket Number - From here you can see all notes on the ticket
8. Click on **“Add Note”** Or **“Add Attachment”** to provide new or updated information.



If the portal isn't working or you are unable to access it due to your current issue, we can alternatively be contacted via phone or email as listed below.

Phone: 303-904-0494 Option 1

Email: helpdesk@anchornetworksolutions.com