



## What Is The Business Support Desk?



Business Support Desk is our business customer support system which converts your request into an email ticket. It collates and prioritises the tickets in a single place so no request goes unnoticed. It's a way to make sure all your support requests get the attention they require, on time, every time.

## How does it work?



There are two (2) ways you can raise a request on our Business Support Desk.

### Option 1 - Email

#### Email Us

Send us an email with your request to  
**[bizsupport@entire.tech](mailto:bizsupport@entire.tech)**

That's it! Our team will handle it from here.

You can email us for all your support needs, including:

- Password resets
- Request for quotes for hardware or software
- Email or internet issues
- Request for onsite maintenance

Make sure to include details such as:

- Your best contact number
- Error details – A screen capture is a great way to explain your problem
- Any recent work done by 3rd party providers that maybe contributing to your issue.

You will receive an email reply to let you know that your request has been logged into our system.

This process will automatically create a support request ticket along with a unique ticket number. This ticket number provides a single reference point for your request and you can start following its progress online.

[Click here](#) to see what happens when you submit a support request with us.

**What happens next?**

### Option 2 - Login



#### Login to Business Support Desk

You can utilise our online Business Support Desk to create and track your requests.

To access our Business Support Desk, you will require:

- An active internet connection
- A device that has access to a web browser (e.g. Chrome, Safari or Edge)

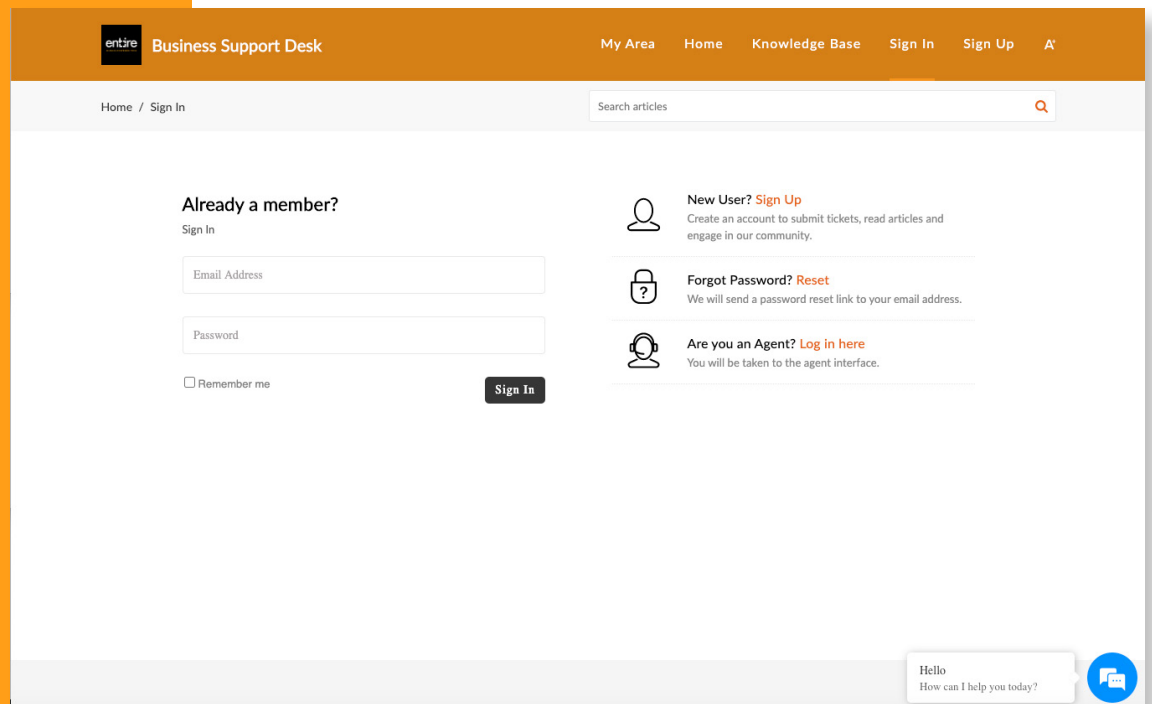
Here are the simple steps to get you on your way to being a pro on using our Business Support Desk:

### Step 1



Open a web browser of your choice and enter the following web address:

**<https://desk.entire.tech/>**



The screenshot shows the 'entire Business Support Desk' login interface. The top navigation bar includes links for 'My Area', 'Home', 'Knowledge Base', 'Sign In', 'Sign Up', and 'A'. Below the navigation bar, there is a search bar labeled 'Search articles'. The main content area is divided into two columns. The left column, titled 'Already a member?', contains a 'Sign In' section with input fields for 'Email Address' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. The right column contains three links: 'New User? Sign Up' (with a user icon), 'Forgot Password? Reset' (with a lock icon), and 'Are you an Agent? Log in here' (with a headset icon). At the bottom right, there is a chat bubble with the text 'Hello How can I help you today?' and a chat icon.

### Step 2 - Existing User



#### If you are an existing user

- If you are already an Existing User and have registered with our support desk before, **Sign In** with your details and go to Step 3.
- If you have forgotten your password, click on the **Forgot Password** option to the right of the Sign In.

The screenshot shows the 'entire Business Support Desk' login page. The navigation bar includes 'My Area', 'Home', 'Knowledge Base', 'Sign In', 'Sign Up', and a user icon. The main content area has a search bar and a 'Sign In' link. On the left, under 'Already a member?', there are input fields for 'Email Address' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. On the right, there are three options: 'New User? Sign Up' (with a person icon), 'Forgot Password? Reset' (with a lock icon and a question mark, circled in orange), and 'Are you an Agent? Log in here' (with a headset icon).

### Step 2 - New User



#### If you are a new user

- If you are a New User and have not registered with our support desk before, select the **New User** option on the right of the screen and you will be presented with the following screen.

This screenshot is identical to the one above, showing the 'entire Business Support Desk' login page. In this instance, the 'New User? Sign Up' link (with a person icon) on the right side of the page is circled in orange.

- Enter your full name and work email, then enter the security capture code that is presented to you. Click on the **Sign Up** button.

### Step 3 - My Area



**Once you are logged in,**

you will arrive at the **My Area** screen.

This is where you can:

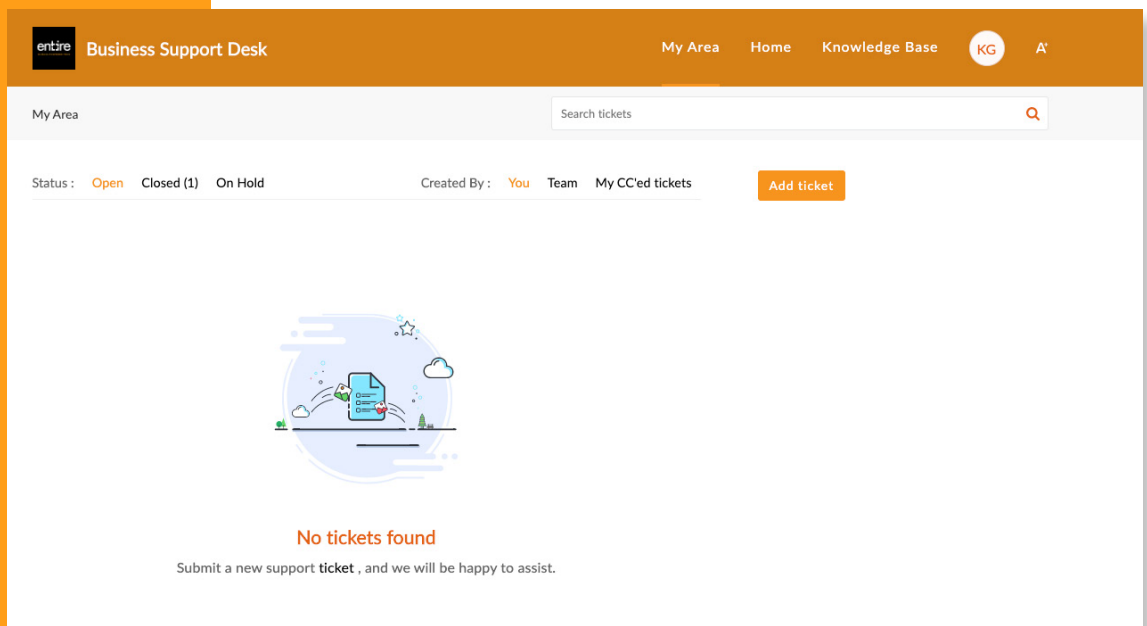
3.1 View your current **Open** tickets

3.2 View your **Closed** tickets

3.3 View **On Hold** tickets

3.4 **Search** ticket numbers

3.5 **Add** a new ticket.



### 3.1 - Open Tickets



Click on **Open** to view all your current support requests. Open Tickets can be assigned or unassigned. An Open status indicates an action needs to be performed by a technician once assigned. If all your previous requests have been resolved, this section will be blank.

### 3.2 - Closed Tickets



Click on **Closed** to view all your closed requests. Closed Tickets refer to all your previous tickets that have already been resolved and closed.

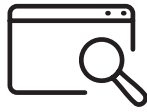
### 3.3 - On Hold Tickets



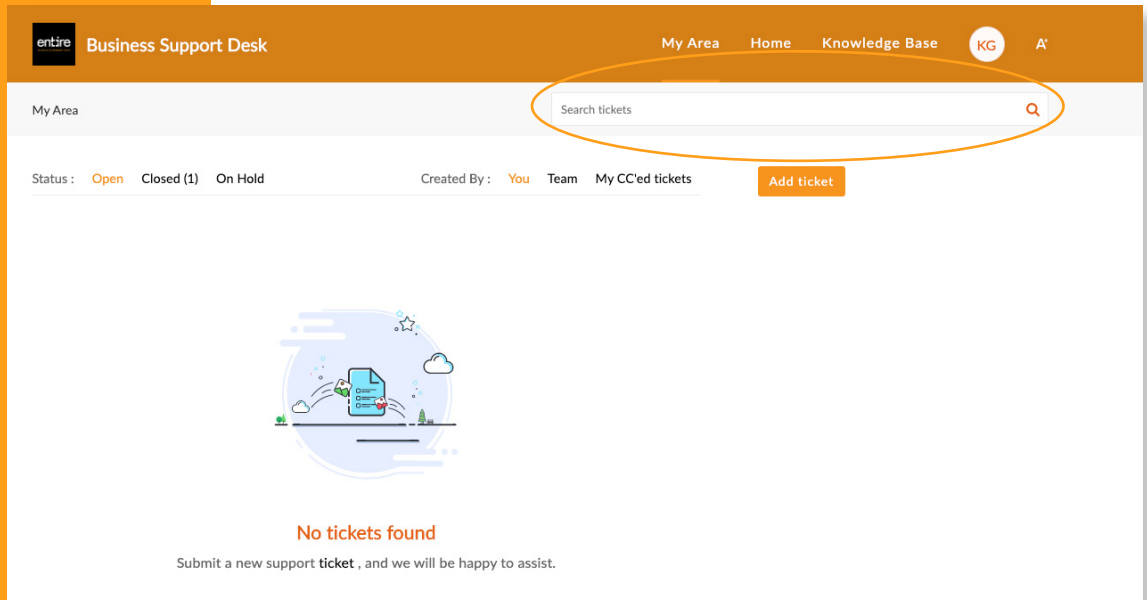
**On Hold** Tickets refer to tickets that are pending an update from an activity taking place. For instance, we can place tickets On Hold when a solution we advise needs more information from the customer or a third party provider, and we update the ticket once we receive additional information.



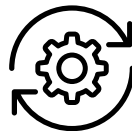
### 3.4 - Search Tickets



You can search for Open or Closed Tickets here by entering the Ticket ID (4-digit number) in the **Search Tickets** search bar under the header.

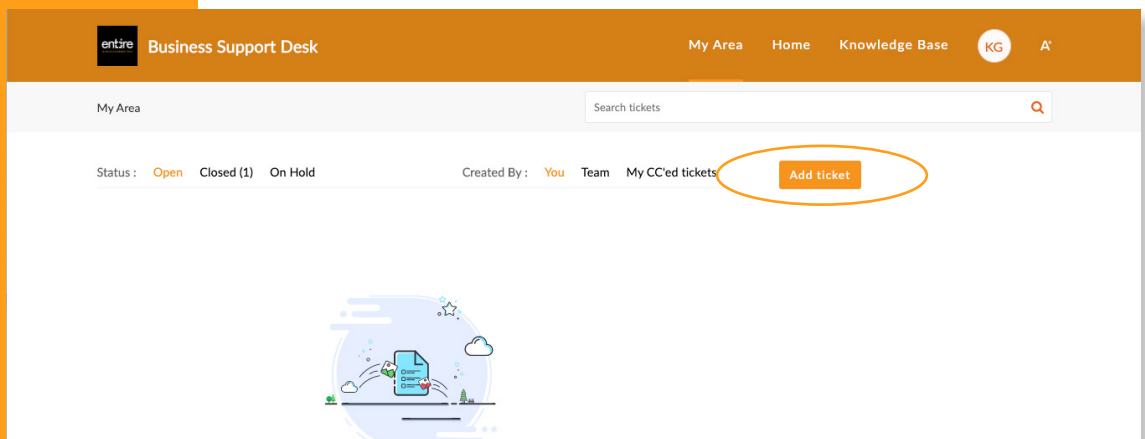


### 3.5 - Add a New Ticket



You can add a new request by clicking on the **Add Ticket** button.

Enter as much information as you can about your request and click 'Submit' down the bottom. You can also attach a file if you need to show us a screenshot of any error details.



**\*TIP! If you get stuck, start an online chat with us and we'll be happy to help you out.**

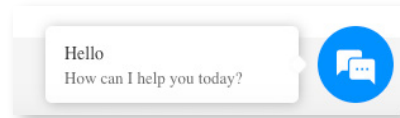
Once you submit your request, you will receive an email confirmation from us that your request has been received. [Click here](#) to see what happens next.

**New ticket request**

### Live Chat



In the bottom right corner, you will see a **Hello, How can I help you today?** icon. By clicking on the icon, you can chat with a team member if we are online.



During support hours, technicians will be ready to answer any queries or issues you have through the live chat widget. If our techs are busy, your message will not go unnoticed – any unanswered messages will automatically create a ticket and a technician will contact you as soon as they are available.

### Add or Submit a New Ticket



#### What Happens When I Add or Submit a New Ticket?

When you submit a business support request with us, either by email or creating a new ticket online, our system will create a unique Ticket ID for your request.

### 1. Email with Ticket Number



You will receive an email confirmation that your request has been logged in our system. The email will look something like this.

Dear Customer,

Your ticket has been created with the ticket ID XXXX and subject "Error"

Someone from our customer service team will review it and respond shortly.

Regards,  
Entire Tech Business Support Team.

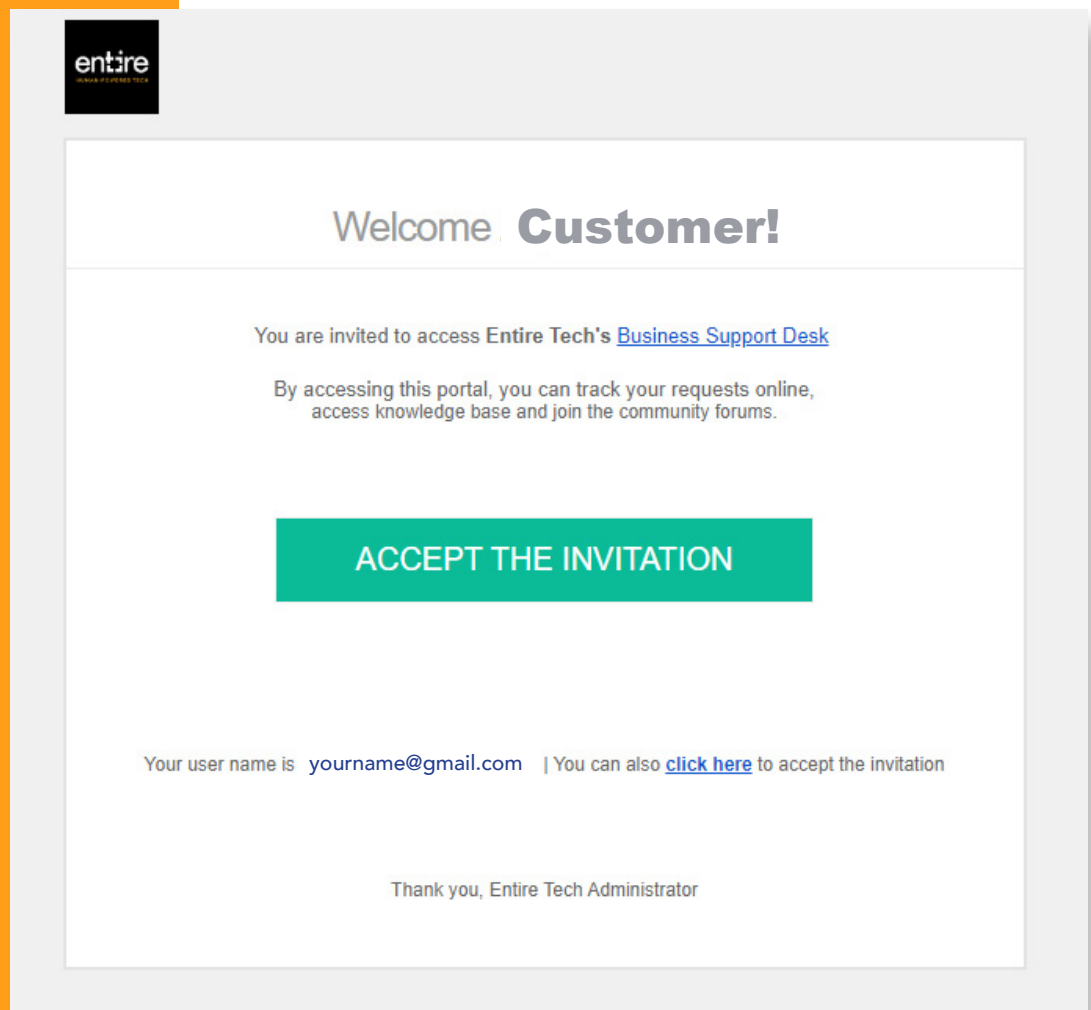
[View ticket](#)

This ticket ID provides a single reference point for your request and you can start following its progress online. (Note: You can track your ticket online which is optional).

## 2. Business Support Desk Invitation



You will receive an email invitation to join our Business Support Desk online. This is optional so you can ignore this if you prefer not to register. The email will look something like this.



Click on the **Accept The Invitation** button to proceed with registering your work account.

By registering on our Business Support Desk, you will be able to view any Open Tickets, Closed Tickets, Search for Tickets or Add New Tickets.

If you prefer not to register and track your requests online, you can ignore this email. Your support request has been received by our team and one of our business support team members will get back to you in a timely manner.

Click here on how to login to our Business Support Desk.

[How to login](#)



### What Happens To My New Ticket?



Once a technician is assigned to your request, they will conduct and complete the necessary preliminary investigations before contacting you.

If you require any urgent assistance in the meantime, you can call us on 08 6555 1888 (select option 2 for Business Operations).

### Your Feedback Is Important To Us



Don't forget to complete our **Happiness Rating** counter when you are prompted to. It will help us ensure we are providing you with the support you need and identify areas we can improve on.

How would you rate our customer service?



Good



Bad