

APPROACH ONLINE

New Zendesk Support Process for Tier 2 and 3

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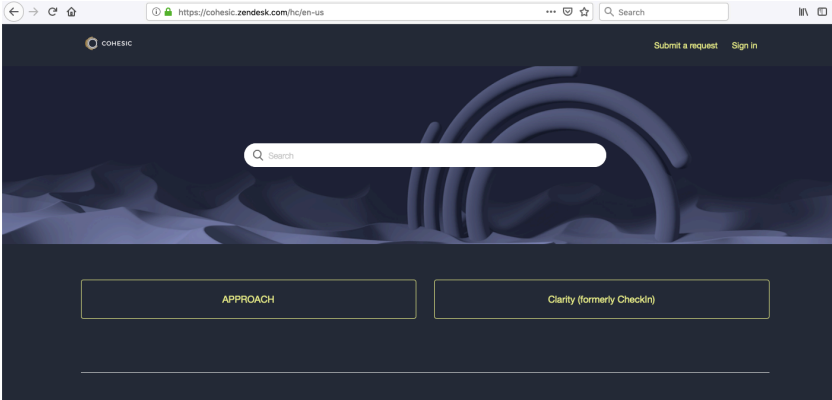
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NEW PROCESS TO SUBMIT AN APPROACH ONLINE SUPPORT TICKET:

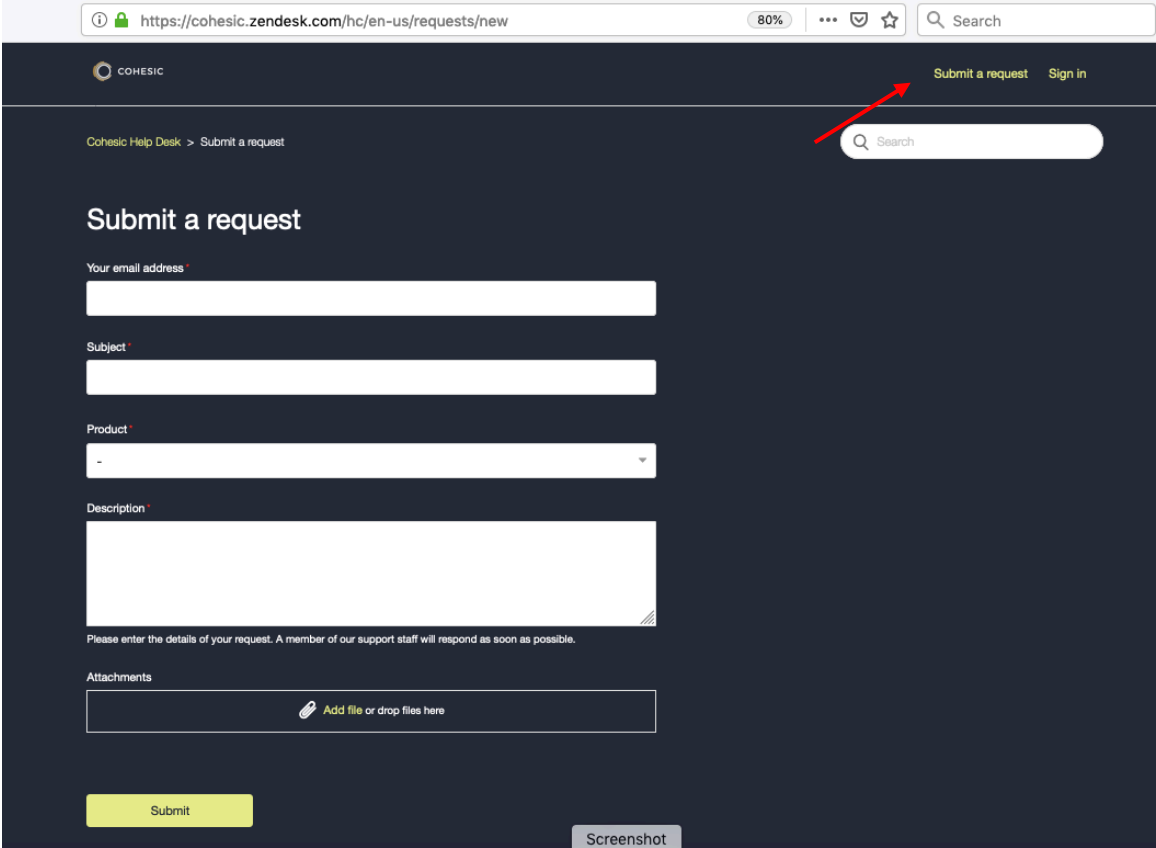
Starting May 28th, 2019, APPROACH Site Administrators will now reach us using email using the following guide:

HOW TO SUBMIT A TIER 2 OR TIER 3 APPROACH SUPPORT TICKET:

- 1. Navigate to the Cohesic/APPROACH Zendesk URL <https://cohesic.zendesk.com>



- 2. Click on **Submit a request** located on the top right-hand side of the screen.



3. Complete the form with as much detail as possible.

a) Name

Your email address

b) Subject

Subject

c) Product (dropdown)

Product

d) Description

Description

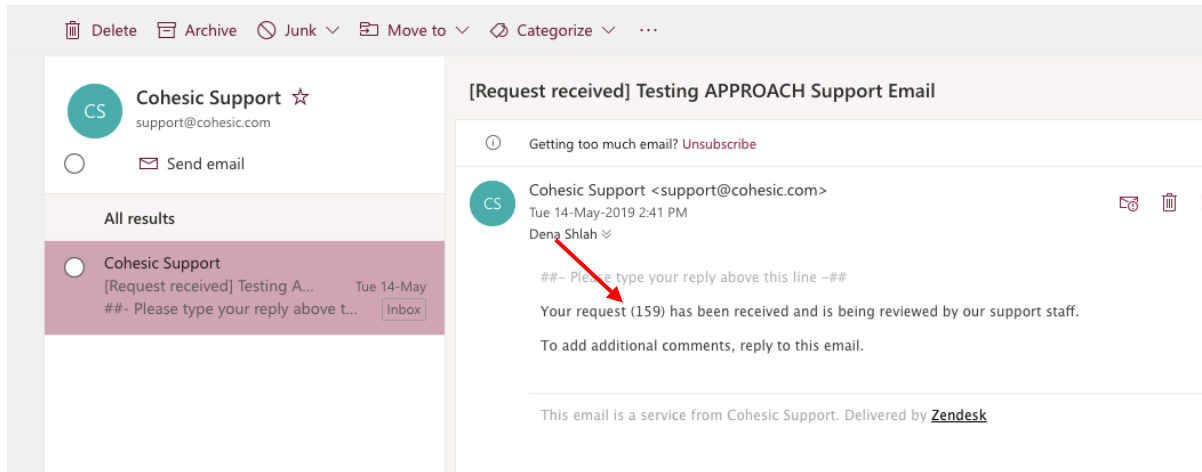
Please enter the details of your request. A member of our support staff will respond as soon as possible.

4. Add any relevant attachments, such as screenshots, by clicking on the **Add file** button.

Attachments

5. When you are done, click the yellow **Submit** button located at the bottom of the form.

- You will then receive a confirmation email from **Cohesic Support**. This email will contain a **request number** for your reference.



TO REACH US BY EMAIL:

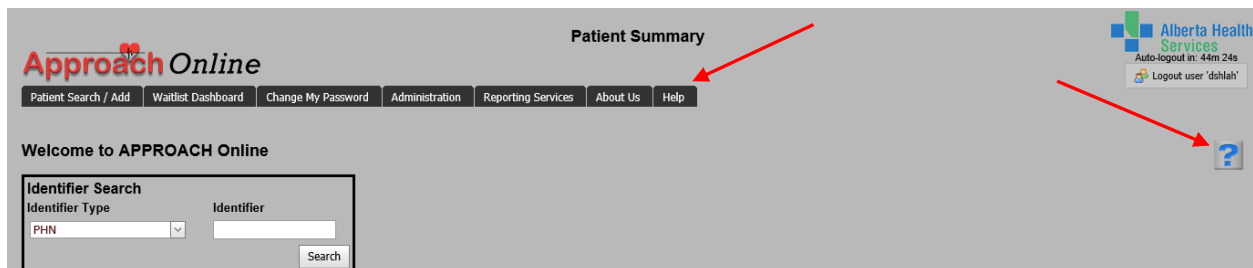
APPROACH IT Support EMAIL - support@cohesic.com

TO REACH US BY PHONE:

APPROACH IT Support PHONE NUMBER - **1-877-424-9923 ext 102**

APPROACH ONLINE HELP:

- Access to APPROACH Online “Help” is located on every page within the application.



FOR MORE INFORMATION:

If you would like more information regarding your role as an APPROACH Site Administrator please contact Dena Shlah at dena.shlah@cohesic.com

Sincerely,

Cohesic Support