



Hello everyone,

I would like to introduce Total Tech Plus, our new partner in solving our IT needs at every location throughout the country. Total Tech Plus has experience in the medical field and their agents are excited to work with you all. Total Tech Plus will be making available three ways for communication:

- 1.) **A web portal support.wellhaven.com** that will use your current Microsoft Email and Password to track and submit tickets *this is the preferred method*. See Guide the below.
- 2.) **360-583-4PET (4738)** that will be answered for live support **Mon-Fri 8:00AM EST to 9:00PM EST**
- 3.) **An email address** itsupport@wellhaven.com that can be used to automatically create a ticket for you and report issues.

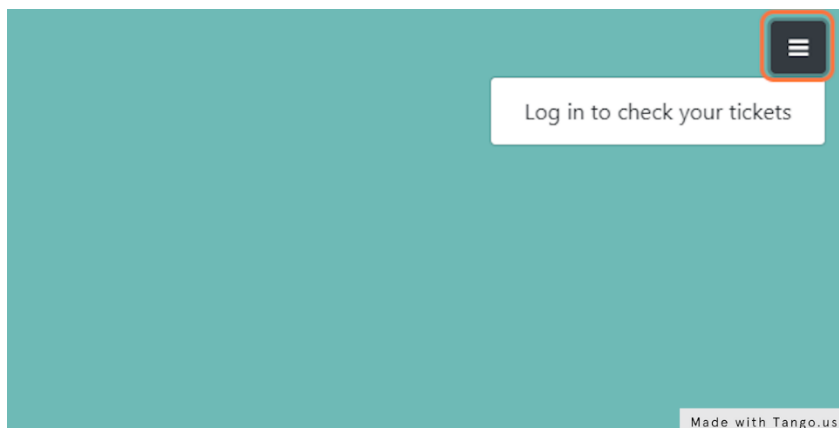
Total Tech Plus will be the first point of contact for issues with: Email, Phones, Printers, Label Printers, Microsoft Office Product, general IT how to questions.

1. [Go to the helpdesk portal](#)

Go to **support.wellhaven.com** to create, view and edit tickets you make. **This is the preferred method of submitting tickets.**

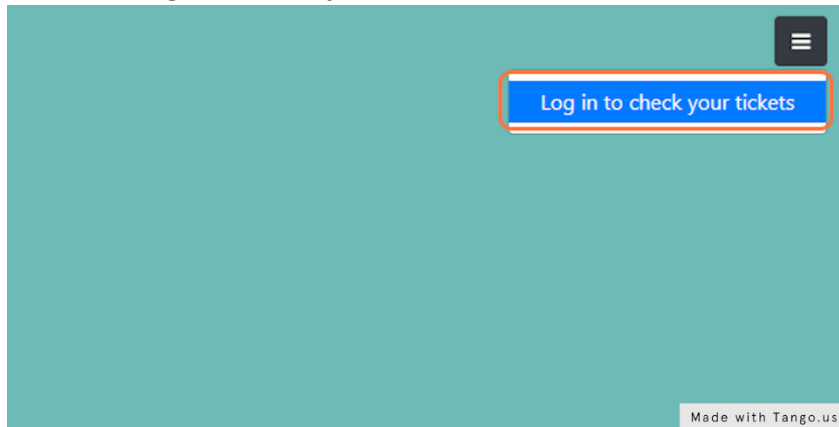
2. In the upper right-hand corner, click on the 3 lines to open the log in link

Click on the three lines in the upper right hand corner



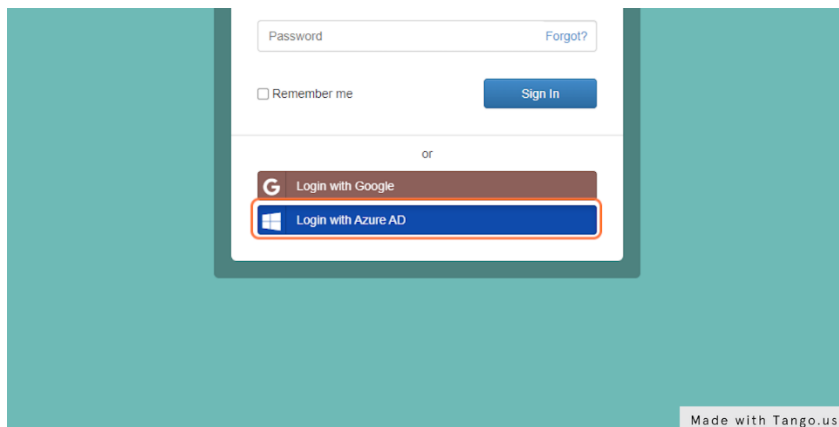


3. Click on Log in to check your tickets



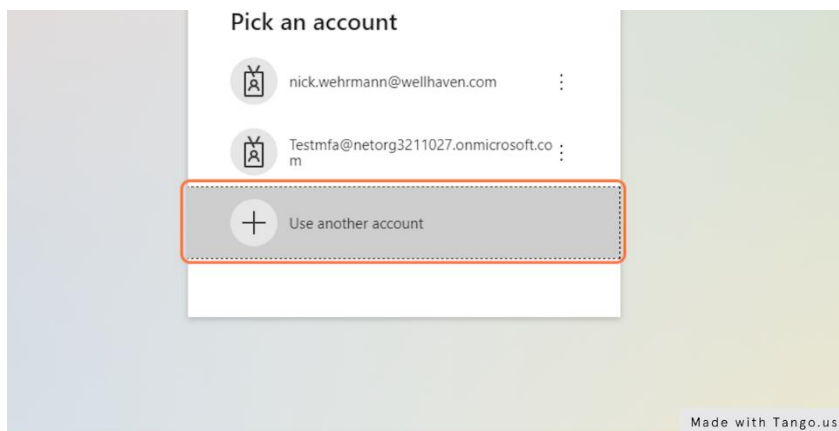
4. Click on Login with Azure AD

You will use your email log in with the same password and MFA requirement to access email



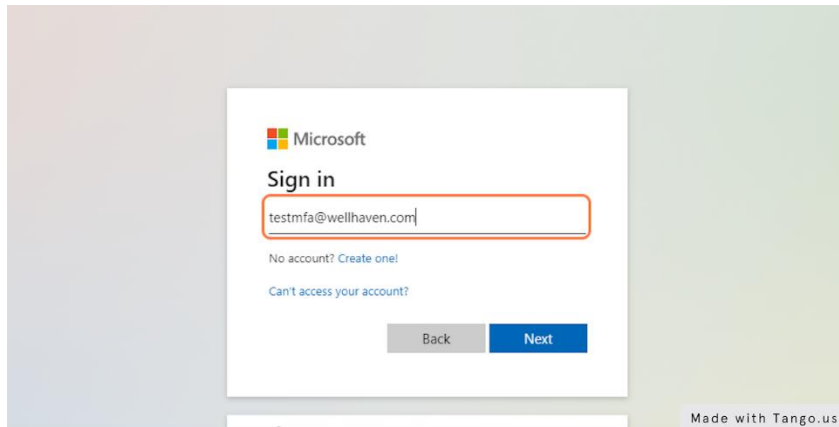
5. Click on the + arrow if your account is not listed

Use another account

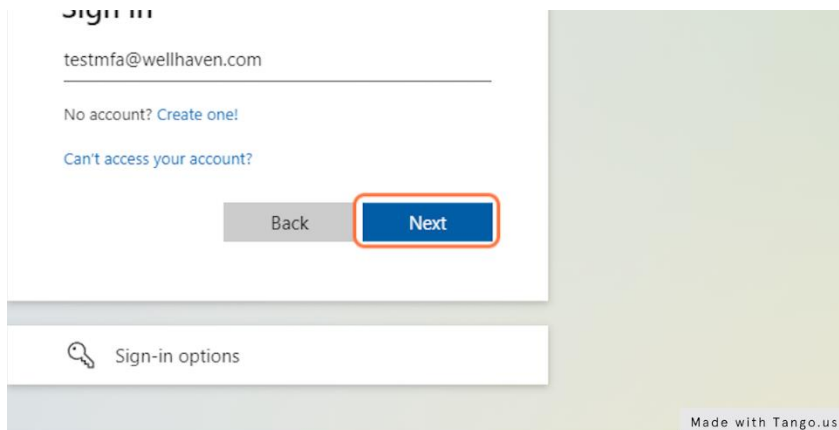




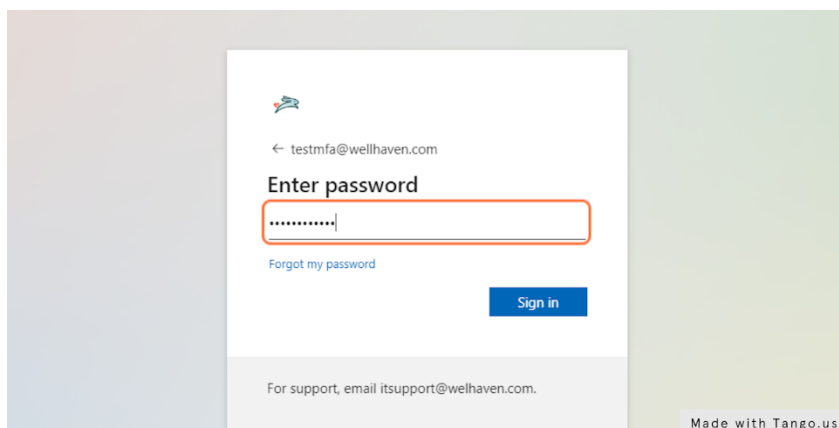
6. Enter in your email address



7. Click on Next

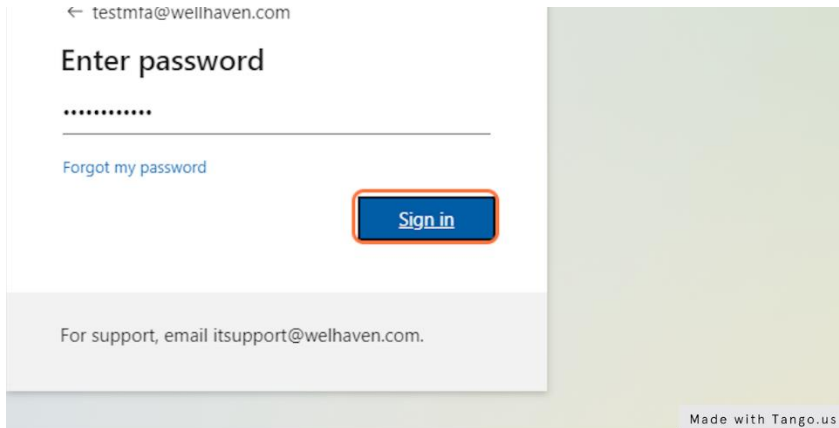


8. Type the email password



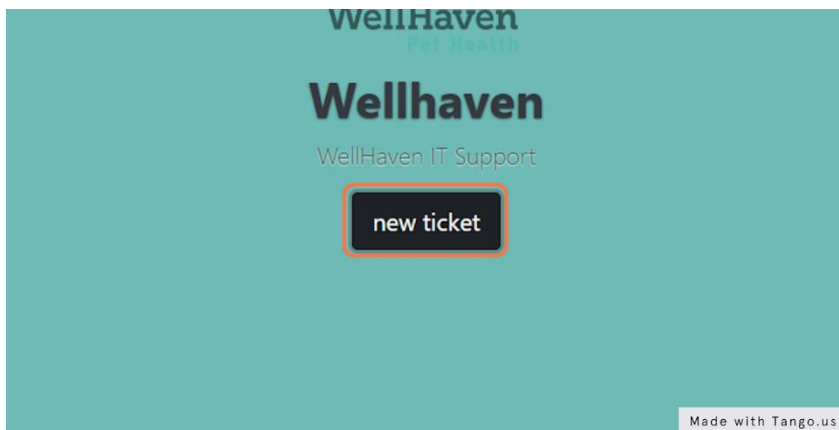


9. Click on Sign in and then complete the 2nd factor request (not shown)

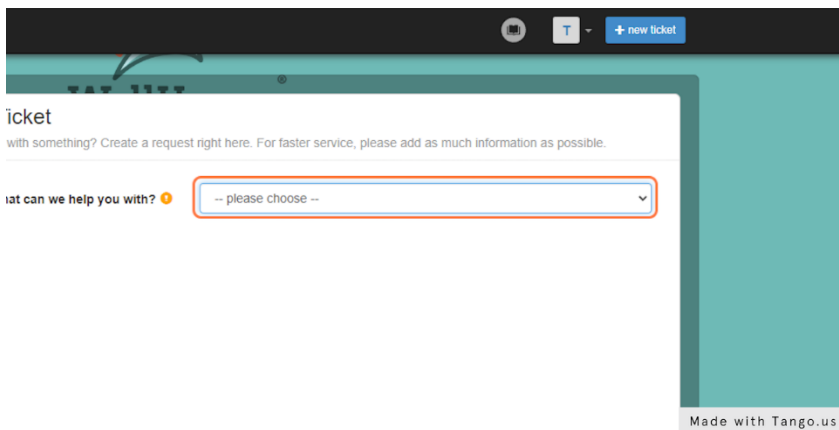


10. Click on new ticket

To create a new ticket, hit new ticket



11. Click on the drop-down list to find the issue type





12. Click on state you are in

The screenshot shows the 'New Ticket - Email' form in a web browser. The 'State' dropdown menu is highlighted with a red box and contains the value 'WA'. Other fields include 'Contact Phone Number', 'Outlook Edition', and a rich text editor for the issue description. A 'new ticket' button is visible in the top right corner.

13. Enter in a contact phone number, numbers only

The screenshot shows the 'New Ticket - Email' form with an error message: 'There were problems with the following fields: Custom field contact value is not numeric'. The 'Contact Phone Number' field is highlighted with a red box and contains the value '360333333'. The 'State' dropdown is set to 'WA' and the 'Outlook Edition' dropdown is set to '-- select --'. The rich text editor contains the text 'I need help setting up my out of office replies.'

14. Enter in a description of the issue

The screenshot shows the 'New Ticket - Email' form with the rich text editor highlighted. The text inside the editor is 'I need help setting up my out of office replies.'. Below the editor, there is a 'Send a copy of this to' field, an 'Attach files' button, and 'Create ticket' and 'cancel' buttons.



15. Click on Create ticket

The screenshot shows a ticket creation form with the following elements:

- A dark teal header bar.
- A text input field with the placeholder "Send a copy of this to" and a help icon.
- An "Attach files" button with a plus icon.
- A green "Create ticket" button, which is highlighted with a red border.
- A "cancel" link next to the "Create ticket" button.
- A light teal footer bar with the text "Made with Tango.us".