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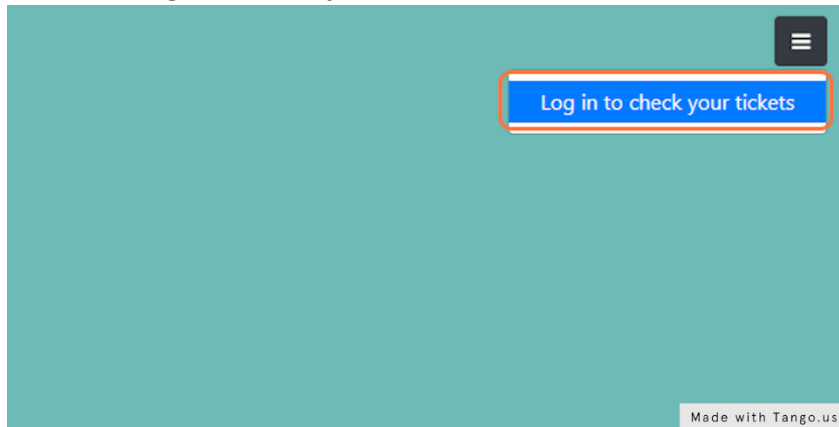
2. In the upper right-hand corner, click on the 3 lines to open the log in link

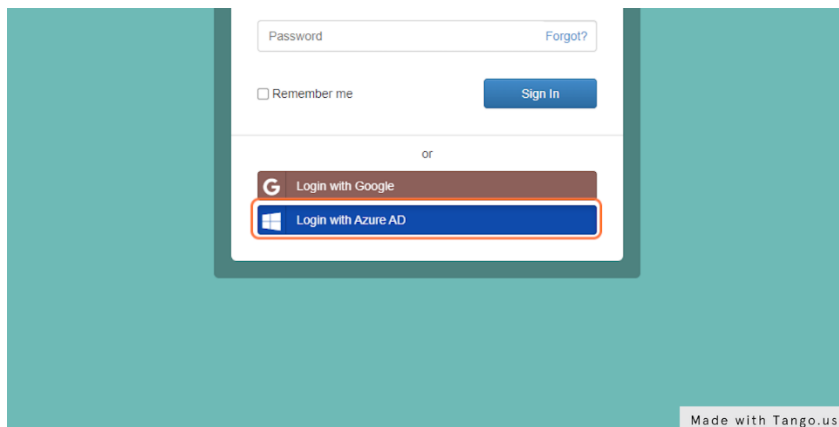Click on the three lines in the upper right hand corner
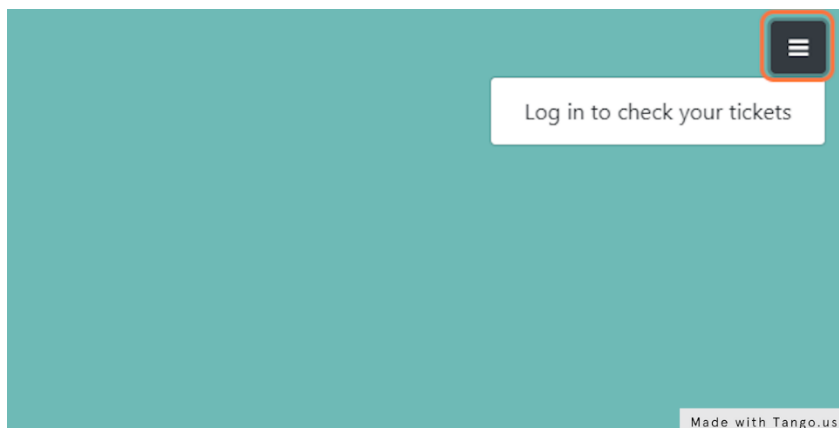
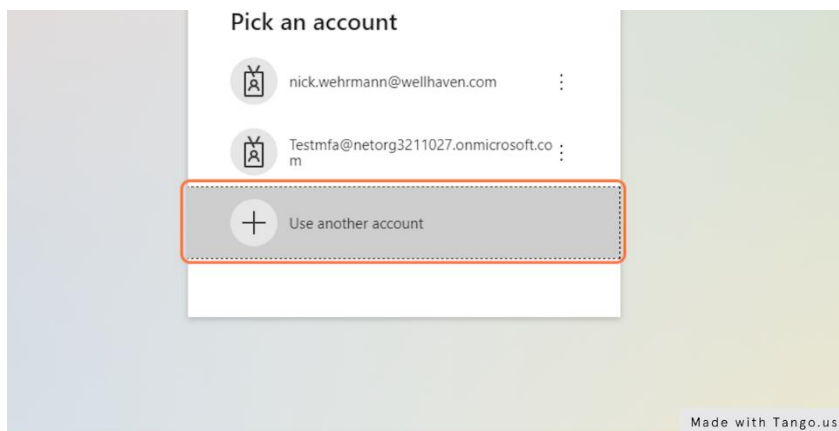**3. Click on Log in to check your tickets**

4. Click on Login with Azure AD

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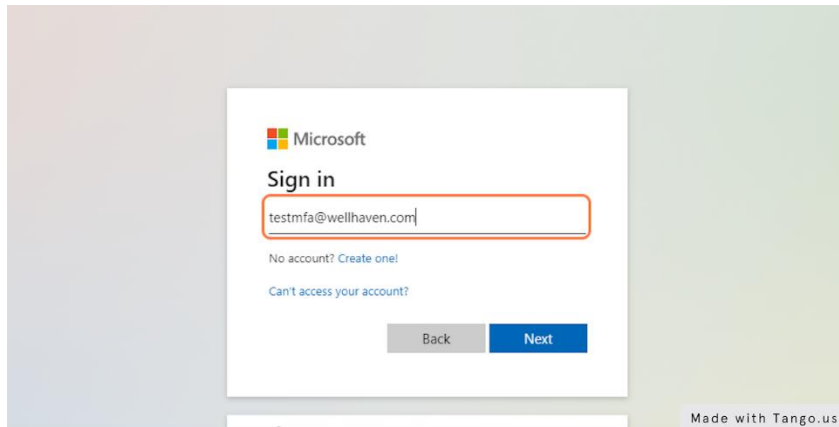

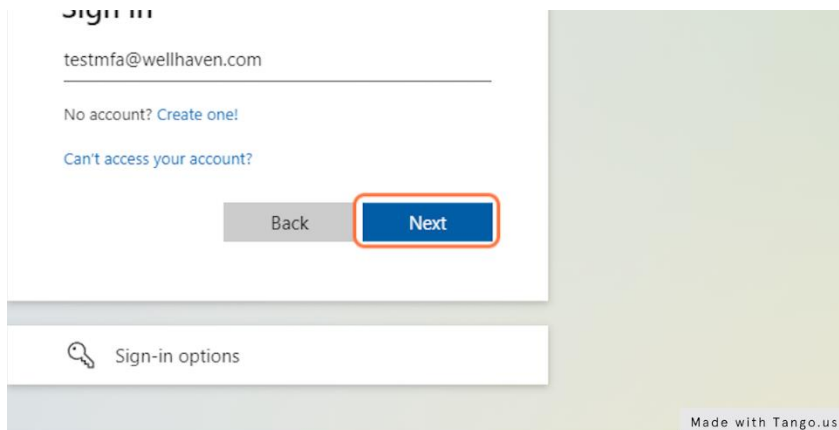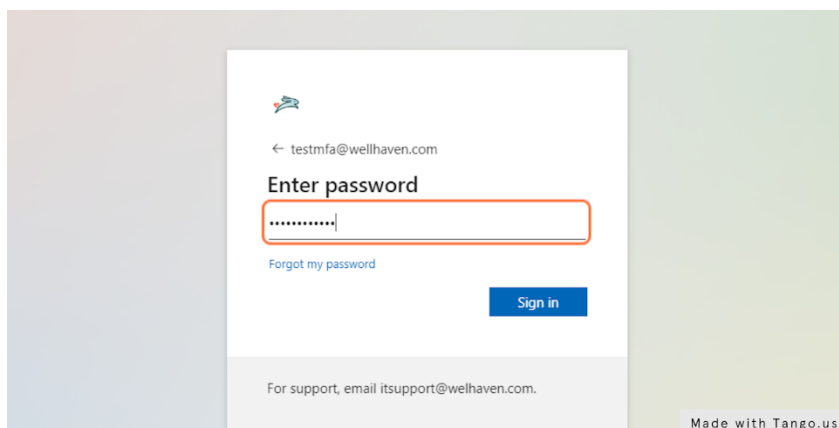**5. Click on the + arrow if your account is not listed**

Use another account
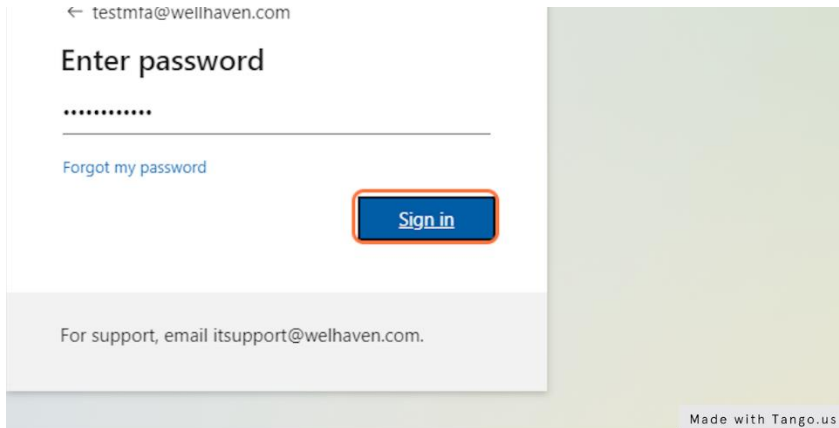
6. Enter in your email address

7. Click on Next

8. Type the email password

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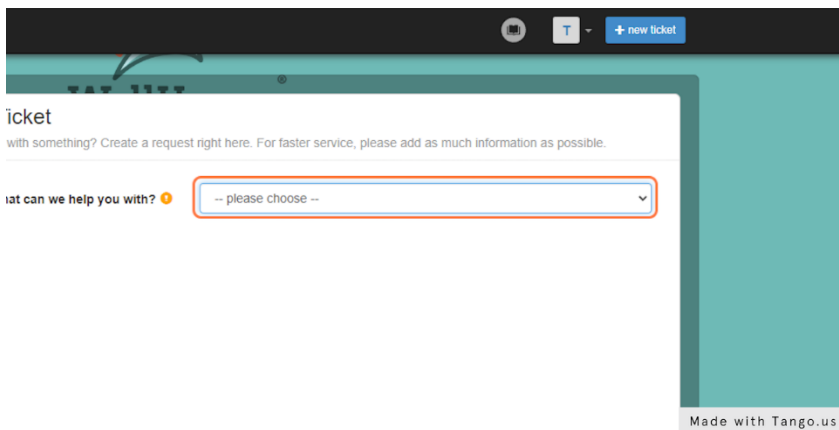

10. Click on new ticket

To create a new ticket, hit new ticket
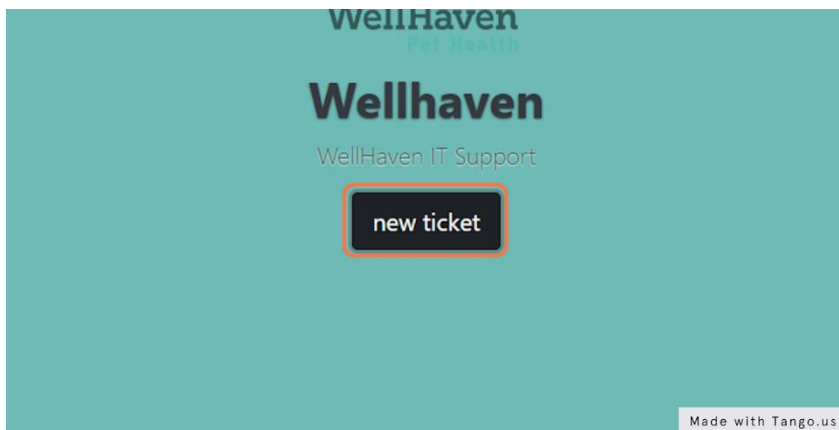
11. Click on the drop-down list to find the issue type

12. Click on state you are in

13. Enter in a contact phone number, numbers only

14. Enter in a description of the issue

15. Click on Create ticket

Send a copy of this to ❓

⊕ Attach files

Create ticket   cancel

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