

# A Quick Intro To Your Desktop Client



## Create Ticket

Here you can log your support tickets using drop down menus and forms - attach screen shots, files & notes.

## Open and Closed Tickets

You can flag, view and search your tickets and the progress of your issues. You can also initiate live chat with our support technicians.

## Self Service

Self Service allows access to an extensive library of training resources and self-help guides to help you solve common issues. You'll also find information that's personalised to your business and internal systems.

## Quotations and Invoices

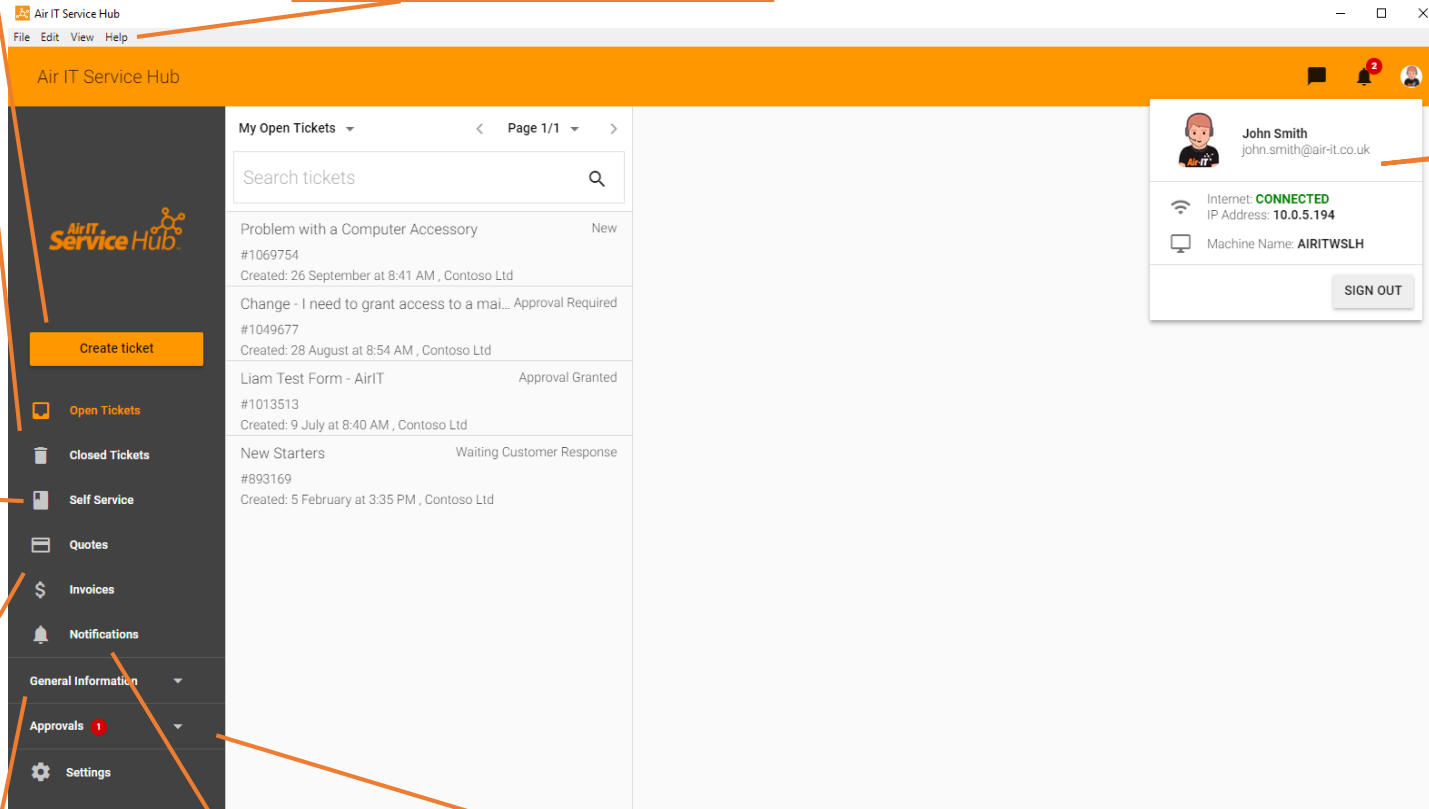
This section is only available to authorised users. It will give you access to any quotes and invoices we've produced allowing you to amend and confirm these when happy.

## General Information

Here you can access the Air IT website, as well as our contact details and client support area. You will also have exclusive access to our interactive eLearning platform, Bigger Brains.

## Version

You can check your Service Hub Version, under the 'Help' tab.



## Internet details

This will indicate that you have access to the internet and what your IP address is.

## Notifications

Located here are your Air IT Notifications. The ones in red are important notifications that our Service Desk will send out to you. White notifications are ticket related notifications.

## Approvals

If you're a designated approver, you'll be able to approve support requests for other users here.

**If you have any queries regarding Service Hub, please feel free to contact the Air IT Service Desk on 0115 860 2094.**