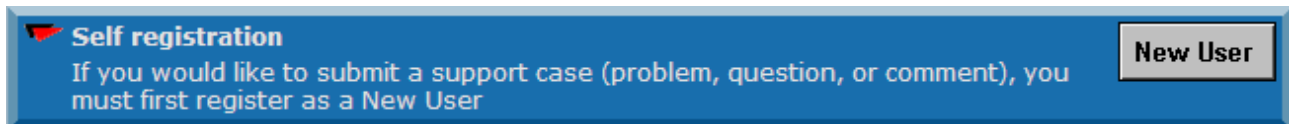


HOW TO USE THE HELPDESK SYSTEM

To use the ABC Networking Ltd. Helpdesk system, to register yourself and directly input your problems into our helpdesk which will then be handled instantly by one of our Tech Support staff, please follow the steps below:

- Direct your Internet Browser to <http://www.3rdline.co.uk>

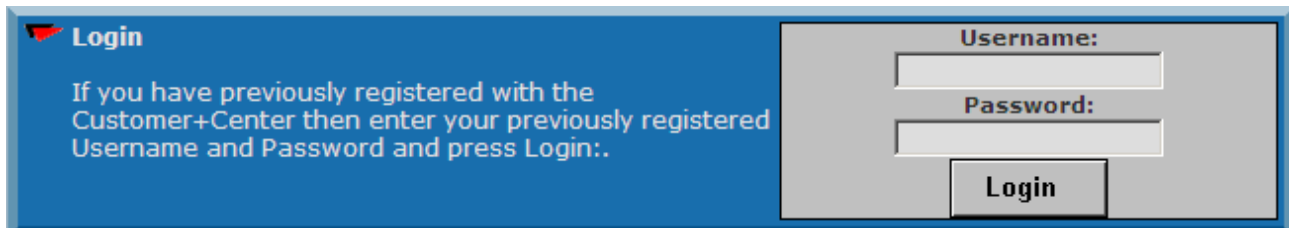


Self registration
If you would like to submit a support case (problem, question, or comment), you must first register as a New User

[New User](#)

- Click on "New User" in the area above to register. Follow the instructions on the site that will appear and enter at the very least all information required. The more information you provide the easier it will be for us to help and contact you. You will receive an Email upon registration.

Next time you come back to this site, you will have to provide your Username and Password you have given during the registration. Please use the area shown below to login:



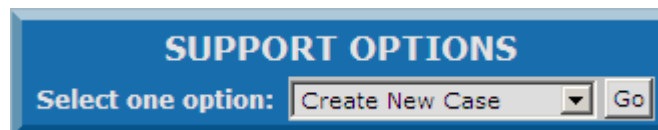
Login
If you have previously registered with the Customer+Center then enter your previously registered Username and Password and press Login:.

Username:

Password:

[Login](#)

- To create a new support case and automatically email it to our support staff, please login as described above. You can use the area shown below to control your entire account settings:



SUPPORT OPTIONS
Select one option: [Go](#)

If you want to create a new case, leave the default option as shown above and click "Go". On the page that will appear next, please follow the instructions. To give you a brief idea how work this.

Example Problem: Every time you start Outlook to try and receive your Emails you get an error message saying that you cannot connect.

One Line Description: Outlook won't connect

Problem Type: Problem

Resource: Email Access

Describe the problem or question in detail: Whenever I start Outlook and try to check my mails it won't connect, but my Internet connection is working fine!

When you click "Submit" the case will be entered into our database and we will also receive an Email at the same time. Now click "Continue". You will now see your first case in the list on the screen. If you click on the "Case number" you can bring up details about the case and add information or see information that we have added during the process of working on your case.

When your problem has been solved by one of our technicians the Case Status will change to **Closed** and your problem will be solved.