

**As a new customer to Central Pa Technologies, LLC – Welcome aboard!** We are looking forward to providing professional computer, network and Microsoft support.

If something isn't working the way you expect it to – Let us know. Our staff is here to help.

There are three ways to get support from Central Pa Technologies, LLC:

## ***Call Us Directly – 717-836-0921 option 1***

1. Our Service customers (like you) have access to a Microsoft Certified Technician 24x7.
-  2. If you get voicemail during business hours – please leave a message with your name, phone number, and a description of the issue you are having. A CPT technician will call you back when they finish their current call and help you to resolve the issue or provide a time estimate of when they will be able to support your concern.
3. Please call this number and not our technicians directly as they may be assisting other customers and may not respond as fast as they should.

## ***Create a Ticket Online –***

<https://ww3.autotask.net/ClientPortal/Login.aspx?ci=301779>



1. You will need your user name and password. If you do not have this and would like to use this method please send an email to [support@centralpatechnology.com](mailto:support@centralpatechnology.com) and we will get it setup for you.
2. Although this may seem longer than picking up the phone - it can lead to faster support in many cases – If all technicians are on calls they may be able to see the issue and resolve it – even while on the phone with someone else. Service tickets created online are routed internally to receive immediate attention.
-  3. While online it is also easy to see any updates to other open tickets – (If you see a status marked as 'In Progress' that means someone is working on the issue that moment.)

## ***Email - [help@centralpatechnology.com](mailto:help@centralpatechnology.com)***

1. This email address is in place to automatically create a ticket for you. Just send an email and our ticketing system will do the rest.
2. Sometimes forwarding an email (with a screenshot or without) is the fastest way to let us know there is a problem. All emails are then loaded as a Service Request into our Service Portal, work is scheduled, and a technician assigned. (If you get an email quoting a ticket number – this is likely our way of saying we got your request and are going to work on it. Unfortunately our system doesn't allow us to report when a 'Service Call' is scheduled, so we may have a firm time slotted to work on your issue but it won't be visible.)

3. We recommend never emailing a technician directly as they may be out of the office or assigned to a project when your email is sent – Using support@centralpatechnology.com helps ensure the NEXT available technician will be there to help.

### Technology Information

Central Pa Technologies, LLC will be performing support operations on your machines during off hours.

**Please ensure to do the following:**

**Always log off of your machine every night – but leave it on.**



Leaving your computer on when you go home helps our staff do several things. First, we will keep your machine running at optimal performance with a scheduled maintenance routine. Next we will update all of the things that should be updated so they aren't a distraction for you during the day. This includes Microsoft patches, Office patches, antivirus updates, Adobe Reader updates, Java version updates, and Internet Explorer.

CPT will then shut the computer off after maintenance and updates have been completed. (If you are working when the shut off command runs you can either turn off the process and continue working or choose to restart the computer and your machine will be available to you immediately after it restarts.)

## Other Services – To Help Everyone

### Data Backup – File or Email Restore



A new backup system will allow most files to be restored with just a quick phone call or email. Most files and emails are backed up every 60 minutes so if something is 'GONE?', please don't hesitate to contact us. Going forward, data archives will be available up to 2 months previous –so even if something is erased it may still be available.

### Remote Access

CPT supports several remote access options for staff that work away from their main office or that regularly travel. This includes VPN access, remote access to your computer, or synchronization of Outlook (email, contacts, and appointments to a mobile device).

### Vendor Management – Computer, Software or Network Related



Got a problem with a printer? Internet Service not working the way it should? Contact CPT and we will work with the regular support provider on your behalf until the problem is resolved.