

Creating a Support Ticket with Floating Point Consultants, Inc.

1. Go to www.floatingpc.com
2. Click on "Open a Ticket" or (<http://floatingpc.com/TicketSystem.asp>)
3. Click on "Submit a Ticket" or Login. (see Figure 1a) To create a login see Create a Login below.



Figure 1a

4. Select the correct department for type of support needed and click "Next"
5. Type your Full Name, Email Address, and Priority.
 - a. **NOTE:** The Priority option will be how the ticket is handled and charged.

Priority	Hourly Rate	Response time Business Hours 9AM - 5PM	After Hours
Low/Medium	\$125	1-2 Days	NA
Urgent	\$175	8 hours	NA
Emergency	\$200	6 hours	NA
Critical	\$250	4 hours	Available

6. Fill in the Subject with a brief description of the problem
7. Below the Subject Box, in the larger white box include a contact number, contact name, and as much detail about the issue you are having.
8. Click "Submit"
9. Write down your "Ticket ID" for reference.

Create a Login

1. Go to www.floatingpc.com
2. Click on Knowledge Base or Open a Ticket
3. Click Register (see Figure 1b)
4. Type your full name, Email Address, and Password
5. Click Register¹



Register
 Register a new account to submit new Tickets or manage subscriptions.

The purpose of a login is to check the status of an open ticket, update support with new information & a source for self trouble shooting.

Figure 1b

¹Access to the site will be available within 12 – 24 Hours

