

## Why cant I log into your support desk?

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Over on the right hand side of the main page of our support desk is a Login area. You do NOT need to log into the support desk in order to submit a "ticket" (email) for help. You can click the "Submit a ticket" icon, choose the appropriate topic, and enter the email address where we will respond directly to your email without you having to come back to this page. You will get a confirmation that we have recieved your email.. called a "ticket". We do our best to respond to all support tickets within 24 hours. Having said that, more complex issues will take more time to research and our staff is limited on weekends and holidays.

However, if you would like to have a way to check on any support tickets you have submitted you may register for a SUPPORT ACCOUNT by clicking the "Register" button on the upper left. Please do NOT use the same username and password you use for your Renegade System, Renegade University, or Renegade Professional account. Once you have done this you may come back to our main support link at any time, then log in on the right hand side of the page to check any existing tickets you have submitted and their responses.

This is a good option if for some reason you dont receive our responses due to filtering on your email account, but is unnecessary if you do not seem to have any trouble getting our emails.

One more note: We ask that you DO NOT submit multiple tickets on the same topic to several of our email addresses or hit the submit button more than once. Doing this creates a backlog in our system as we then need to research and consolidate multiple tickets. All tickets are responded to on a first in - first out basis.. if you submit multiple ticktes this then moves your question to the time whe the last the ticket was submitted.