




How to Get Help

Documents and Job Aids

- There are answers to many setup issues on this website under Setup Instructions.
Issues with your Monitors? See *Dual Monitor Setup* or *Change Screen Resolution*
- If you are connected to the Progressive Network.....
Type Help in your browser and search the Knowledge articles

Still need assistance?

Contact the Service Desk by submitting a Ticket Online, Chat with a technician or call.

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| <p>Report your issue online</p>  <p>Issues reported online will be assigned within 4 hours</p> <p>Report Issue Online (Create Remedy Ticket)</p> | <p>Live Chat Support</p>  <p>Mon - Fri: 8am - 8pm EST Sat - Sun: 8am - 5pm EST</p> <p>Live Chat</p> <p>** Attention: Password related issues ** Please call the IT Service Desk for password related issues.</p> | <p>Call Us</p>  <p>External Toll-Free (888) 746-4500</p> |
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*If you cannot work and still have a Thin Client, please disconnect your Dell Mini, reconnect your Thin Client and submit a Ticket Online. Please include "HBA Dell Mini" in your description of the issue. You can continue to work on your Thin Client until contacted by the Service Desk technician.