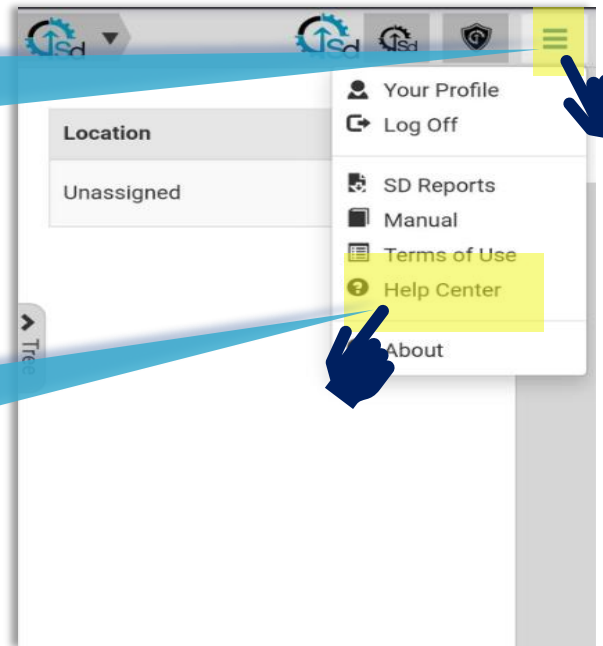


SUBMITTING A SUPPORT TICKET VIA MOBILE

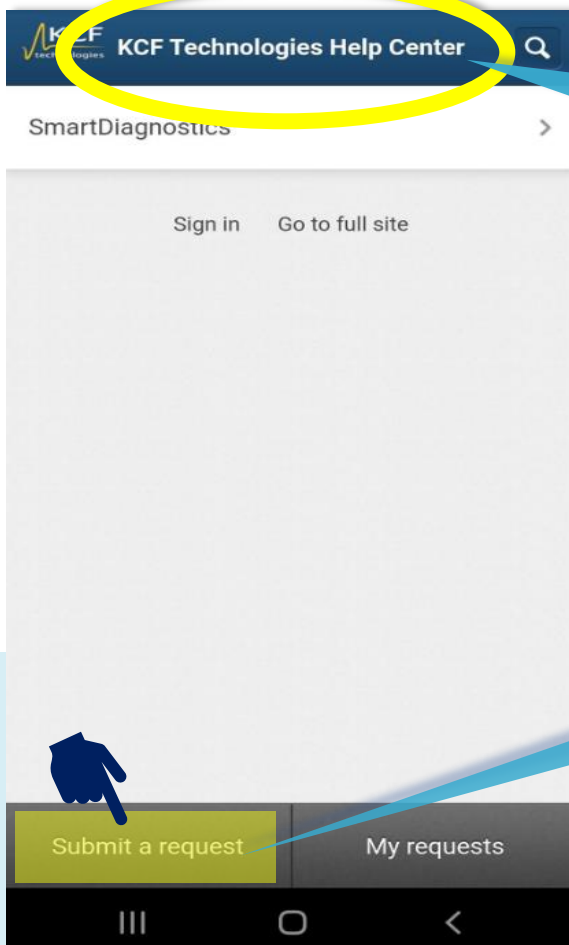


You *must* have a SmartDiagnostics login to access the ticketing system.

1 Click on the 3 horizontal lines in the top right corner of SmartDiagnostics.



2 Click on "Help Center" in the dropdown menu.



3 You are now in the KCF Technologies Help Center and can submit a support request.

4 Click on "Submit a Request" in the bottom left corner to open a new form.



SUBMITTING A SUPPORT TICKET VIA MOBILE

5

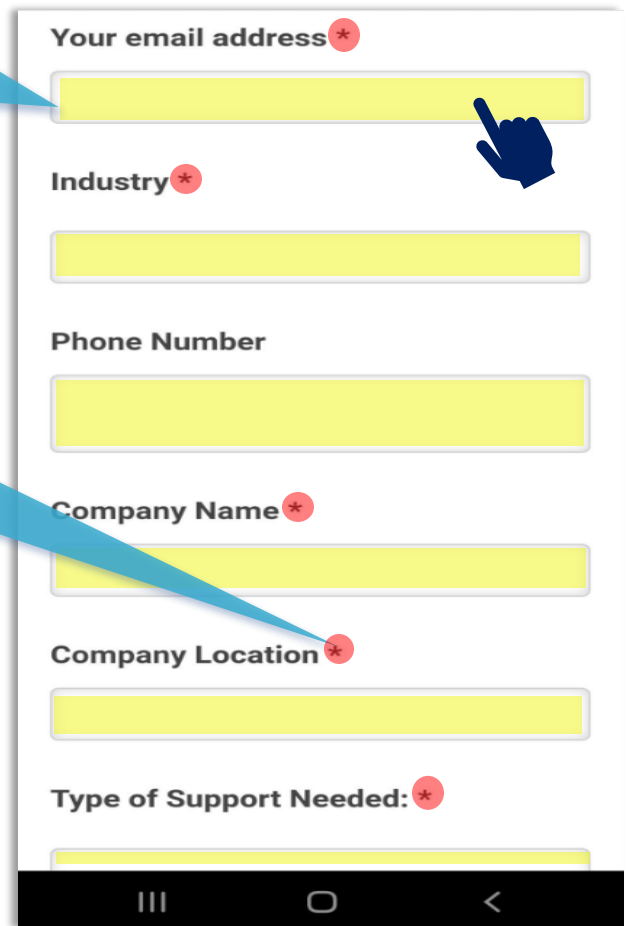
The KCF Support Request form will ask for information related to your request.

6

Complete the form. Please provide specific details. Fields with an * are required.

7

Click on "submit" and your request will be sent to the KCF Support team.



Your email address *

Industry *

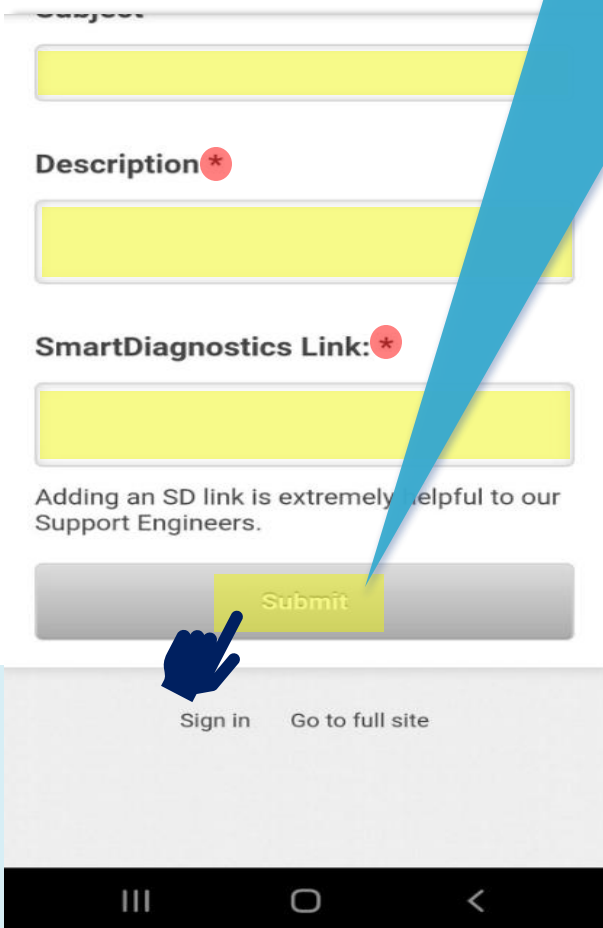
Phone Number

Company Name *

Company Location *

Type of Support Needed: *

A hand icon is pointing to the 'Your email address' field.



Subject

Description *

SmartDiagnostics Link: *

Adding an SD link is extremely helpful to our Support Engineers.

Submit

Sign in Go to full site

A hand icon is pointing to the 'Submit' button.

Dial 814.867.4097 and choose option 2 to speak with KCF Customer Support.

