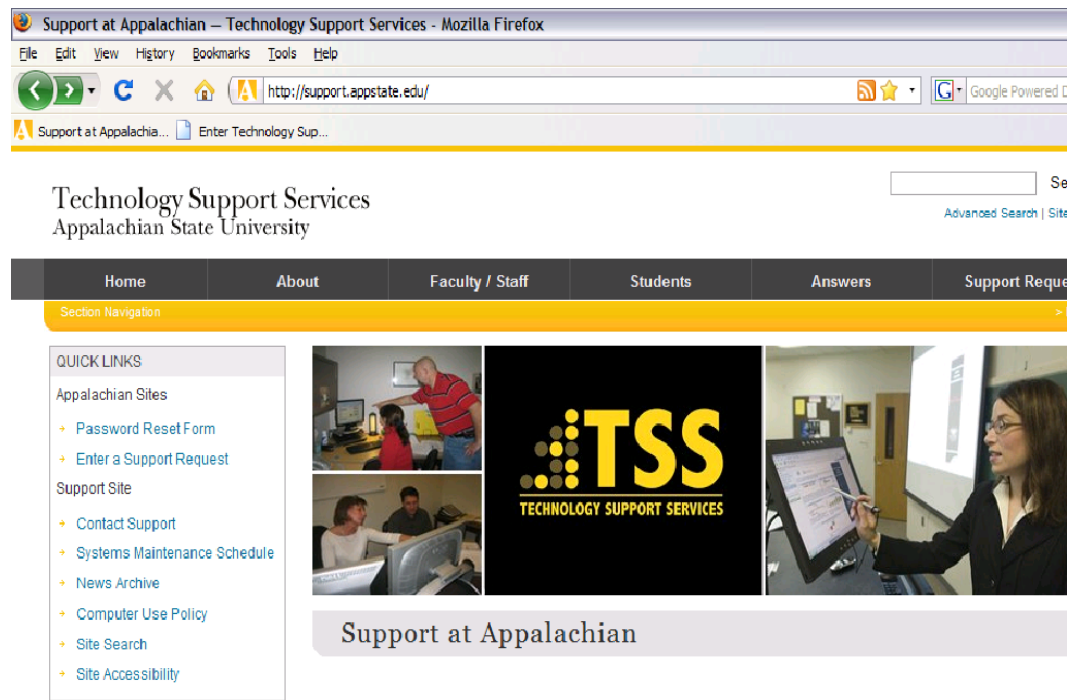


## Tech Excel for Dummies

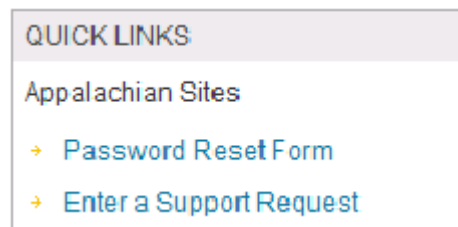
Tech Excel is Appalachian State University's easy to use technology support system. It allows faculty, staff, and students to submit a support request for computers, printers, and other technology. Tech Excel is convenient and allows for a quicker response service for these requests.

To access Tech Excel, just follow these quick and easy steps:

1. Open up a web browser (Mozilla Firefox, Internet Explorer, etc.)
2. In the web address bar, type in [www.support.appstate.edu](http://www.support.appstate.edu)



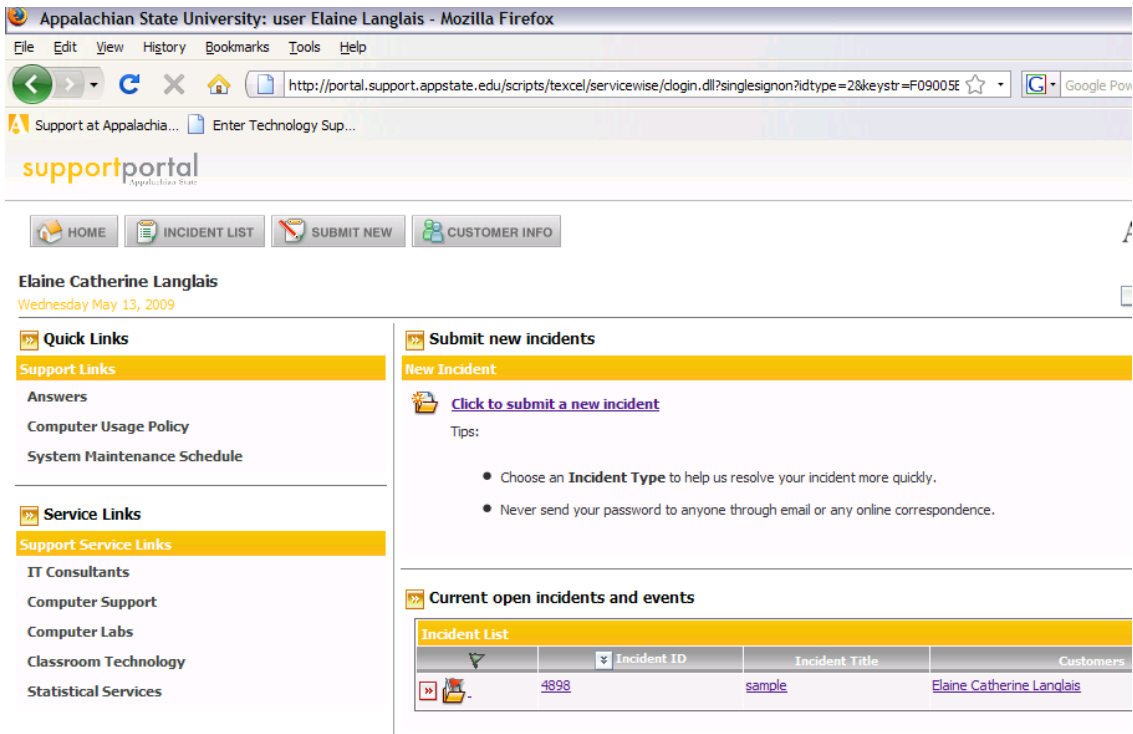
3. Under the 'Quick Links' box (on the left hand side of the page) click the **Enter a Support Request** link



- This page is the login site for Tech Excel. Use your Appalachian State Email Login username and password to access the site. Once your information is written, click “log in”.



- This page is the Support Portal. As you browse over the page, notice the “Submit New Incidents” Block. Click the “Click to Submit a New Incident” link.



6. Please be sure to fill out the following fields:
  - a. Incident type (found by clicking the down arrow at end of text line)
  - b. Incident title (i.e. Outlook Issues, what is wrong with the technology at hand?)
  - c. Phone Number ( ideal contact number for support)
  - d. Choose Incident Type to Continue (found by clicking the down arrow at end of text line)
  - e. Description (detail your problem in the text field provided)
7. You DO NOT have to fill out the “**Related Asset**” field
8. Click “**Submit**” when finished and your request been filed. Support will be provided to you shortly.

supportportal  
Appalachian State

HOME INCIDENT LIST SUBMIT NEW CUSTOMER INFO

Ap

**New Incident**

Tips:

- Choose an **Incident Type** to help us resolve your incident more quickly.
- Never send your password to anyone through email or any online correspondence.

**Incident Type** 4. Website Support

**Incident Title** Sample

**Phone Number** 555-555-5555

**Web Address** johndoe@appstate.edu

**Web Software** phpWebSite

**Description** I need help with my new phpWebSite, menu bars are not working correctly

**Related Asset** {No Asset}

SUBMIT CANCEL