



How to get Support

Email - Ticket

support@cengatech.com

Available Monday through Friday 8am – 5pm.

Phone

(470) 481-0400 Option 2

Available Monday through Friday 8am – 5pm Monday through Friday and 24/7 for Emergency support.

After hours Emergency Support

(470) 481-0400 Option 9

Chat

On your computer, double-click the Screen Connect Client from your system tray, see example screenshot below... This will start a chat session with our team, please allow a bit of time for us to get back to you.

Please keep in mind this will only work during normal business hours.

If you do not see the highlighted icon, you may have to click the ^ button to show more icons.



Remote support for non-managed system

Start a remote support session: <http://www.itrc.me>

Click on Start a New session

Enter your name

Follow the prompts to run the application

We will login as soon as possible, once logged in, we will have full control of your keyboard/mouse.

NOTE: You will NOT be able to use your computer while we are controlling it.