

ONLINE IT SERVICE REQUESTS

How to place an online service call



Need to setup a Marco online account? Visit marconet.com/requestlogin

01

Login to your account

Go to www.marconet.com/client-login

- Click on the 'IT & Software Solutions Service Requests & History' button
- Enter your email address and password
- Click the 'Submit' button

02

Enter a Service Call

- Click on the 'Create Ticket' button

- Fill in the required information
- Click the 'Submit' button

Need Help? Call Marco's service line at 800.847.3098

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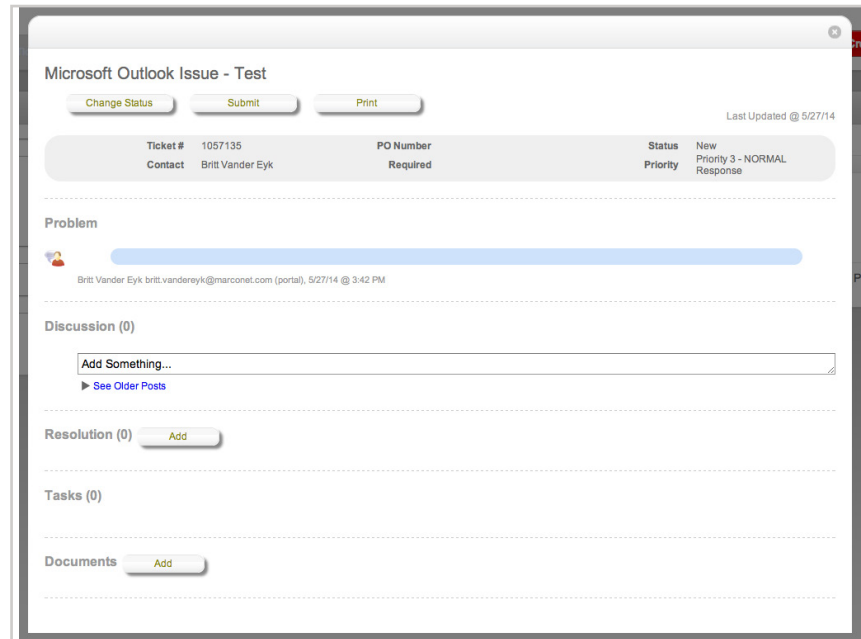
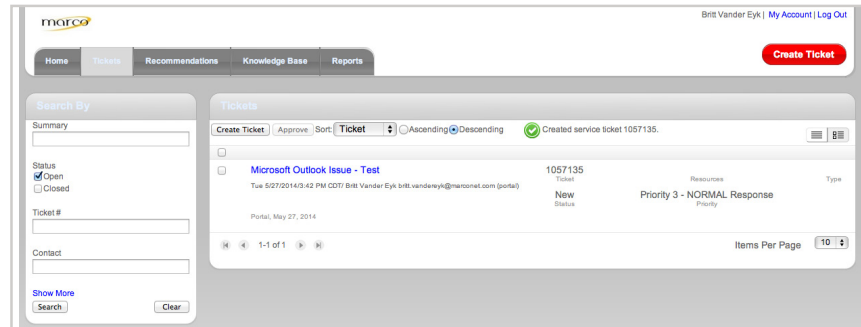
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03

View & Search for Service Request Tickets

- Click on the 'Tickets' tab
- Click on the ticket title to view the ticket details
- Search by tickets on the left by selecting 'Open' or 'Closed' and using keywords



04

Search Knowledge Base

- Click on 'Knowledge Base' tab
- Enter a keyword for searching the ticket
- Click on the 'Search' button to find the ticket

