



Technical Support Process

Quick reference for getting IT help at Adams Brown

URGENT SUPPORT — Call 316.425.7775

An automated message plays — stay on the line (do not press 0) to be connected to a live person.

Ask the support person to add Mandie as a CC on the ticket.

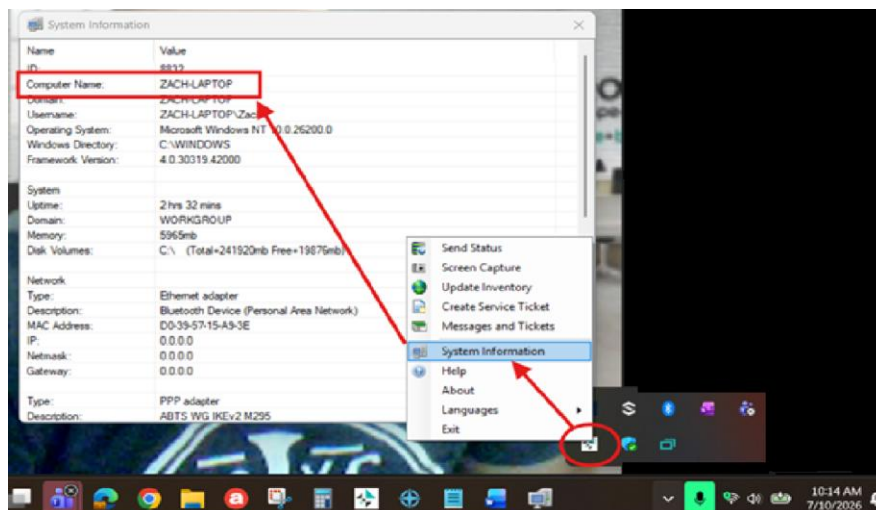
Before You Contact Support

To help expedite your helpdesk ticket, have the following ready:

- What the issue is
- Who the issue is for (User)
- Location information
- Printer name or location
- Computer name

How to Find Your Computer Name

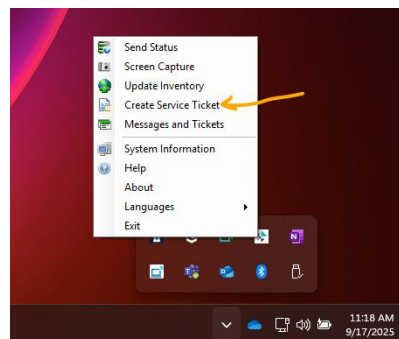
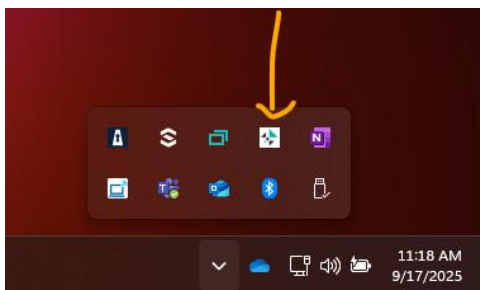
- Click the ABTS icon in the taskbar
- Select System Information
- Record the computer name and include it in the ticket, or provide it to the help desk technician



Priority Levels & How to Get Help

Priority	How to Contact	Examples
URGENT	Call 316.425.7775 Stay on the line (do not press 0)	<i>Phones, scale, or internet down; scale PC won't boot; you can't log in or take care of customers.</i>

Priority	How to Contact	Examples
HIGH	Email help@adamsbrowntech.com OR use the system tray icon to create a Service Ticket CC: mlyons@cpcoop.us	<i>Password reset; internet or phones partially down; unable to perform some daily tasks.</i>
MEDIUM / LOW	Email help@adamsbrowntech.com OR use the system tray icon to create a Service Ticket CC: mlyons@cpcoop.us	<i>New user unable to log in; phones not working properly; email not sending/receiving.</i>



System tray icon → Create a Service Ticket

AGTRAX Issues

- Call AGTRAX at 620.662.0482 or 866.360.0016
- After hours: call 866.360.0016 and press 3 for on-call support

**During harvest, refer to the AgTrax Harvest Support flyer.*

Internet & Phone Issues

Call Adams Brown at 316.425.7775. An automated message plays — stay on the line (do not press 0) to be connected to a live person.

Equipment Requests

- For all new or replacement equipment requests — including tokens, computers, printers, and mobile devices — submit a request using the Supply Order Request on the Quick Link Hub.
- Do NOT move computers or printers without submitting a help desk ticket and scheduling the move with Adams Brown Technology Specialists (ABTS). This helps avoid outages and minimize impact to the business.

Onsite Technician Note

When an ABTS onsite technician or onsite lead is scheduled for work or projects, they focus on assigned tasks and scheduled work. Unless it's a critical issue impacting operations, please submit a helpdesk ticket for any other technology needs.