



Tracking Your focusIT Service Request



focusIT Service Request Status

In our ongoing effort to improve our service and create better ways to serve our users, we have developed a way to keep our clients updated to the minute on their support request with our new automated email tracking system. You can now see just where your request is in our support queue at any given time by opening your email and clicking on our icon as shown below.





Tracking Your Service Request

When you place a call to your focusIT Support Team, an operator will take your information and create a case for your request. Your case is then placed in a callback queue for the next available technician to address. Once your case has been placed and you receive your confirmation email, you can use the **Queue Status** feature by left single clicking on the icon in the email that you receive.

Your request for service has been received and you will be contacted by one of our technicians.

We answer all calls in the order they are received.

If you would like to monitor your position in our queue please click on the icon below:



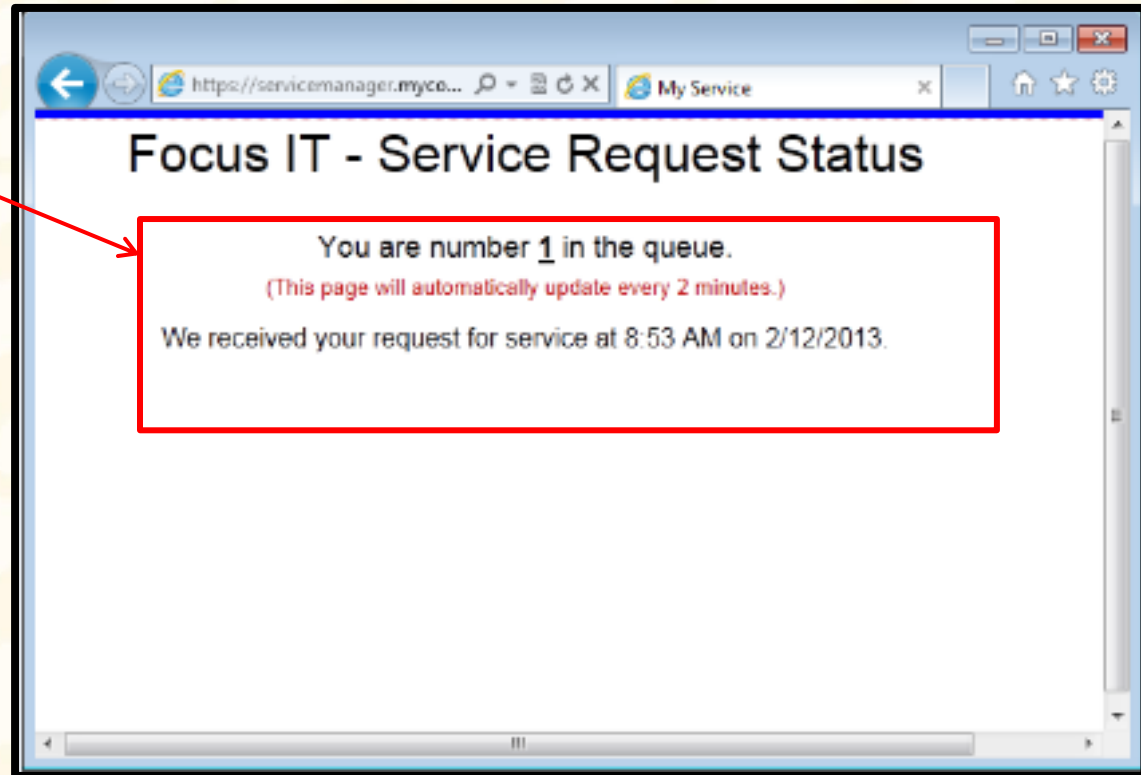
If clicking on the icon doesn't work, you can copy this entire link and paste it into your Internet browser:
<https://servicemanager.mycomputerworks.com/Customer/MyService.aspx?ID=iMN7g9HJg%2fc%3d>

Thank you for contacting us.

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You are then updated with a screen that includes the original time of your request and will also indicate your position in the queue. As shown, this status updates every two minutes.



Providing the best customer service is our number one priority at focusIT. We continuously strive to provide better ways to improve the support we provide to our clients.

System questions or issues, please email : support@focusitinc.com
or call 480-346-1299 Option 1 (Hours of Operation are 7 days a week from 5:00 AM to 10:00 PM PST)

