

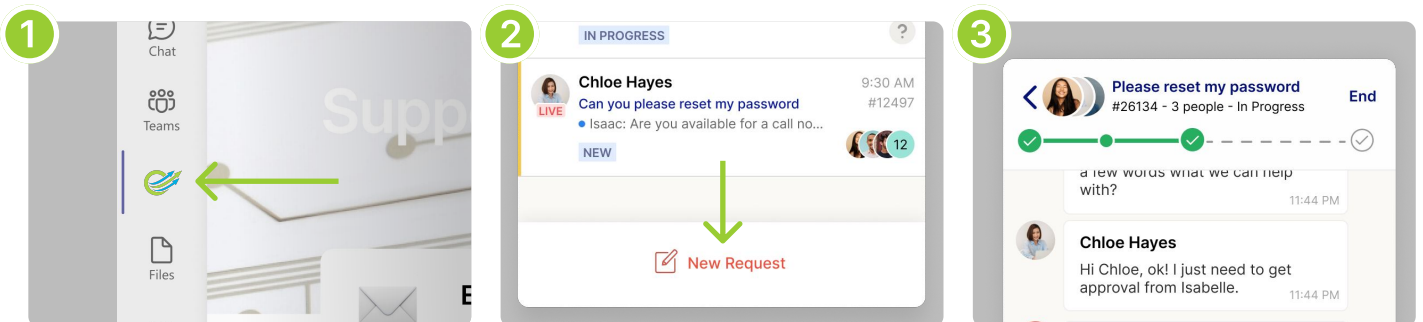


Starting today, you can request IT support directly through chat in Microsoft Teams!

What are the benefits of chat?

- ✓ **Ease of Access**
More convenient than traditional phone and email methods.
- ✓ **Quick Connection**
Faster access to real people for immediate assistance.
- ✓ **Workplace Integration**
Keep up-to-date with issue statuses right within your Teams.
- ✓ **Efficient Problem Resolution**
Solve issues and monitor progress in real-time.
- ✓ **Uninterrupted Productivity**
Address support needs without the disruption of prolonged phone calls.

How to get started?



Open Teams and select the TruAdvantage Chat app on the left.

Simply start a "New Request" to quickly get support.

From there, you can track updates and responses in real-time all within Teams.

Thats it!

Need assistance? We're only a chat away!