

solveIT Technical Support Center Quick Start Guide



solveIT ENHANCED TO HELP YOU ACCOMPLISH MORE

Technical support is a crucial component of LEC's services, and we are pleased to assist our wireless communications and web-based application clients related to:

- iQ Platforms
- Cellular Network or Device
- IIoT Enablement
- Remote Monitor and Control Hardware

with questions or maintenance needs via our recently enhanced, **solveIT™** Technical Support Center.

LEC's cutting-edge **solveIT** Technical Support Center provides clients with direct, 24/7 access to data, project information and support request updates using the latest, secure technology compatible with today's browsers and mobile devices.

solveIT is our user-friendly and highly-collaborative cloud-based system, designed to give you instant access to detailed information regardless of locale.

solveIT Technical Support Center Quick Start Guide

Access solveIT 24-Hours a Day!

solveIT increases your overall project management effectiveness with recently enhanced features including:

- data sharing;
- client data input capabilities;
- support ticket tracking;
- project tracking;
- hardware information;
- and much more.

Clients can expect a response within two hours of ticket submission during regular business hours of 8am - 5pm CT on Monday through Friday, or within two hours of the start of the next business day if submission is outside of regular business hours.



Account Set-Up/Login Instructions

It's simple to log on 24/7 from any connected device:

- 1.) Visit www.LECINC.com
- 2.) Click on the **MENU** dropdown list in the top right corner of the LEC website
- 3.) Click on **Support and Media**
- 4.) Scroll down to the **solveIT** section
- 5.) Click on the yellow **Go To solveIT** button to log in or to set-up your account

That's it!

Questions?

Please email solveit@lecinc.com for account set-up assistance and login information.