Care FAQ for Customers

Eric Van Tol - 2017-01-12 - Comments (0) - Care Ticketing System

Please read through this FAQ which might answer some questions you have about Care.

- What is Care?
- Okay, but what does it mean?
- When can I use Care?
- How do I register with Care?
- Do I need to change how I open trouble tickets?
- Do I need to register with Care to gain access to the online ticket system?
- When I attempt to register, it says that there is already a user with that email address. I never registered before, so is this a security problem?
- Can I view trouble tickets opened prior to April 13, 2015 in Care?
- Will anything else change with regard to support and trouble tickets?

Q: What is Care?

Care is the new trouble ticketing system used by Atlantech Online for handling technical support and customer service tickets, and sales related inquiries.

Q: Okay, but what does it mean?

Care is a name Atlantech selected that reflects how we treat our customers. We know the importance of treating our customers with care because we are in the business of providing and supporting valuable telecommunications solutions that help our customers operate and grow their businesses. That's why you chose Atlantech and why you refer Atlantech to your colleagues. We have always said internally that we are not a technology company, but rather a customer service company, and Care is a reflection of that.

Q: When can I use Care?

The latest version of Care was released on January 9, 2017.

Q: How do I register with Care?

Simple: Just go to https://care.atlantech.net, click the 'Register' button and follow the instructions. Or if you have already emailed support@atlantech.net or service@atlantech.net, then you're already registered!

Q: Do I need to change how I open up trouble tickets?

No, not if you don't want to! Atlantech will still take trouble tickets via email to the same 'support@atlantech.net' address that has always been available to our customers and non-customers alike. You are also free to call us to open up a trouble ticket if you'd like. In addition, you may log into the Care web interface at https://care.atlantech.net to open up a ticket, view past tickets and respond to tickets, and view Knowlegebase articles.

Q: Do I need to register with Care to gain access to the online ticket system?

Yes. Registration is quick and simple. Just click on the 'Register' button on the front page of Care.

Q: When I attempt to register, it says that there is already a user with that email address. I never registered before, so is this a

security problem?

No. In most cases, if you attempt to register and you find that there is already an existing account with your email address, this is because you have previously emailed in a ticket to one of our Care support queues, or an Atlantech Online staff member has already registered you when opening up a ticket over the phone. If this happens, you may simply click on the 'Lost password' link, enter your email address, and a new temporary password will be mailed to you.

Q: What happened to all my tickets prior to January 9, 2017?

Unfortunately, we discovered some significant downsides to our previous ticketing system and we switched systems in early January. While all previous ticket data has been kept, it is currently inaccessible to customers. Atlantech still has the ability to view and reference old tickets and any data in the old system has not been lost.

Q: Will anything else change with regard to support and trouble tickets?

Yes. We have enabled the Live Help feature with our new ticket system. Live Help is a realtime chat interface that will allow customers to request help from staff via our website. Your "quick question" can be answered or you can have our staff initiate a ticket for more involved issues. Look for the 'Live Help' button on the Care homepage, Atlantech Online website, and our Network Status page! Moreover, Atlantech staff will continue to populate our Knowledgebase with helpful content that you can refer to if you have questions about your service.