



Thank you for utilizing our Uptime System!

**Please see below for instructions on how to submit a trouble ticket.**

**PC USERS:**

In the system tray (near your clock), you will find the Uptime icon:



1. Double-click the Uptime icon.  
This will bring you to a web page. (You must have an internet connection for this to work.)
2. Select TICKETING in the left menu bar
3. Please fill out SUMMARY, NAME, EMAIL, PHONE and NOTE fields. All other fields are for TDNS use.
4. Click SUBMIT once.
5. You will see a timestamp confirmation of your trouble ticket.
6. Someone from Texas DNS will contact you within 2 hours.

**MAC USERS:**

On the top right hand side of your system header, you will find the Uptime icon:



1. Under the drop-down menu select CONTACT ADMINISTRATOR.  
This will bring you to a web page. (You must have an internet connection for this to work.)
2. Select TICKETING in the left menu bar
3. Please fill out SUMMARY, NAME, EMAIL, PHONE and NOTE fields. All other fields are for TDNS use.
4. Click SUBMIT once.
5. You will see a timestamp confirmation of your trouble ticket.
6. Someone from Texas DNS will contact you within 2 hours.

Thank you – we appreciate your business!