

# Need Help with JET?

## Having trouble entering work?

*Examples – Entering a Call Report, Break Time, Mileage, Saving Changes . . .*

- 1) Review training documents
- 2) If you are still having difficulty, contact your supervisor
- 3) When additional support is needed, email: [lliana.perez@asmnet.com](mailto:lliana.perez@asmnet.com)

## Other Technical Issues

*Examples – Problem Connecting to JET or Citrix, Password Resets*

Contact the ASM IT Support Center

<https://helpdesk.asmnet.com>

888-900-4ASM (4276)

Monday – Friday 5AM-5PM Pacific Time

The ASM IT Support Center provides support for

- Trouble Logging In
- Username and Password issues
- Setting up a Citrix connection for Mac Users
- Slowness, error messages, getting kicked out of the system, etc

Be sure to include the following information: Time of day issued occurred; Symptom (slow, kicked off, etc.); What you were doing when the issued occurred; Your name and contact information; Information about your computer (operating system, Internet browser, personal or company)