

FAQ

Question	Answer
Can I use my same login and password to the help desk	Yes – your old password and login is valid
My password says invalid	Did you ensure that you are logging into the SS company?
I can not get my password to work	Please click on forgot password and your password should be emailed to you – make sure you use company name of SS
Where do I log in?	Helpdesk.irely.com
Are my closed tickets in the new system	Yes
Are my open tickets in the new system	Yes
Where can I learn more about help desk?	Training Manuals
	http://help.irelyserver.com/display/DOC/Help+Desk+Tutorials