

# Getting Help Using the SystemCare Agent

Customer Guidance

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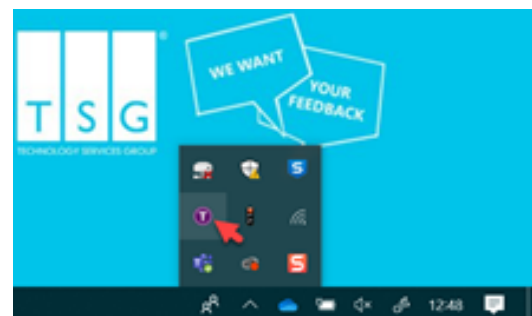


# Using the SystemCare Agent

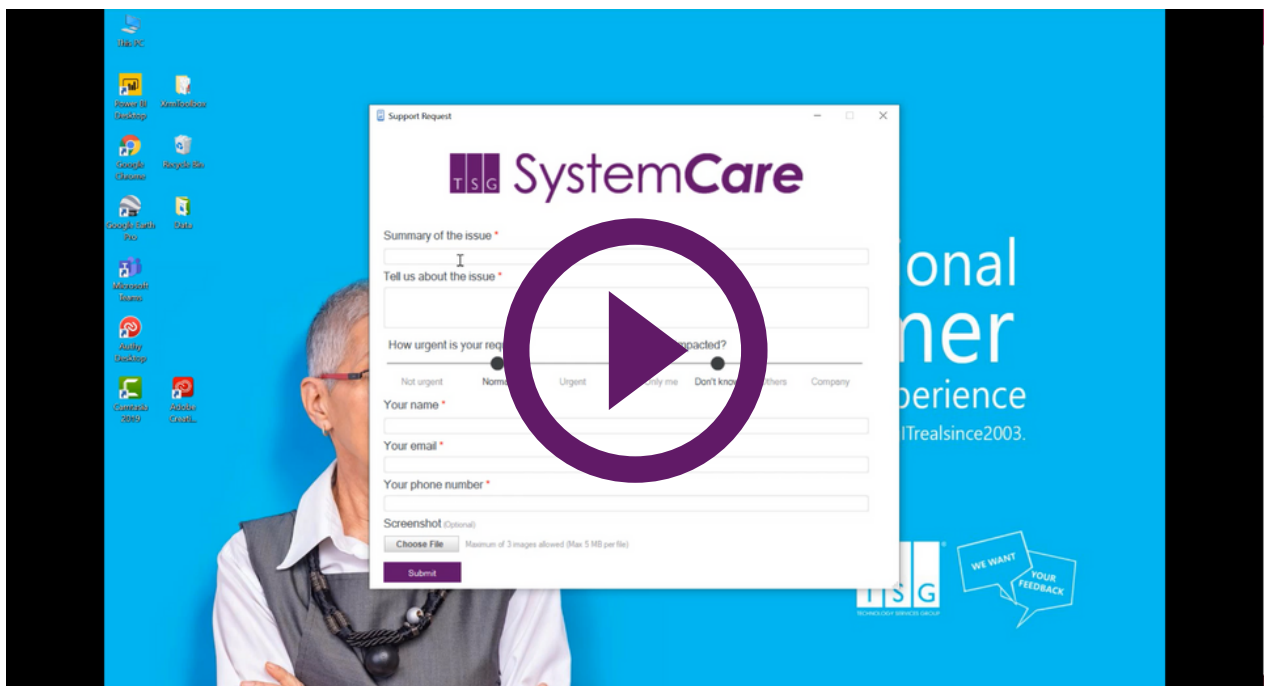
As well as keeping your device safe and secure, TSG's SystemCare software is a great way to request help, without ever leaving your desktop.

Users with SystemCare support can log a ticket quickly using the little "T" icon shown below. This allows you to log an issue directly to our ticketing system straight from the desktop. It also allows you to include screenshots of any error messages which can help us resolve your issue even faster.

Because the request comes directly from your device this means we can quickly initiate a screen share with you to assist you as quickly as possible.



You can see the full ticket logging experience when using the SystemCare Agent by clicking through to the video below:



## **I can't find the SystemCare Icon?**

Only devices or servers covered by SystemCare Infrastructure or End User support will have the SystemCare agent installed. Don't worry though, you can still contact us via the [Customer Portal](#), our [Support Web Form](#) or by calling us. [Click here](#) to see your options.

## **I'm sure we are a SystemCare Support customer, but I still don't have the icon?**

No problem! There can be a couple of reasons why the agent software isn't installed. For example this can occur if you have recently been given a new device or have recently upgraded. Please log a request via the [Customer Portal](#) or the [Support Web Form](#) and we'll arrange for your device to be set up.



# Get in touch



If you have any questions, please  
contact our dedicated team today

[tsg.com/get-in-touch](https://tsg.com/get-in-touch) | 0333 220 0777