



Scheduling Help Desk Support Appointments

Why would I want to schedule support instead of just calling in?

When assistance is desired, but you are still able to mix paint, scheduling support allows you to have better control of *when* the problem gets resolved. The help desk attempts to schedule support appointments by avoiding peak help desk work hours; however, allowances are made to accommodate all involved resource schedules.

How do I get an appointment with the Help Desk?

Contact the Help Desk to request an appointment. You can contact the Help Desk by email at ColorITSupport@ppg.com or calling the Help Desk at **800 647 6050**. Call between 8 a.m. and 6 p.m. Eastern Standard Time.

When I call for an appointment, what will I be asked?

When you call for an appointment, we will try and understand the issue you are trying to solve. Additionally we will try to identify all the other resources that may need to be involved (e.g. shop IT). We may have a form we work with you to fill-out to capture related information.

Finally, we'll also try to double-check versions of software and hardware so we get a good picture of what we're dealing with. All the information collected will be shared with the team assigned to your appointment. This allows us to plan a strategy of attack so we can be as efficient and effective as possible when working on your issue.

Are there other benefits to scheduling support?

Yes! When support is scheduled, the help desk will understand the specific type of issues. This allows us to identify the best-trained resources to resolve those issues and assign them to you. Additionally, backup resources can be identified and alerted.

What if I have to cancel an appointment?

No problem! We understand time-demand pressures and that priorities change. Just let us know by email or phone call, and we'll reschedule.

How long will the appointment last?

When an appointment is scheduled, a resource is committed to resolving this issue. Normally we can resolve an issue in 30 minutes or less but we will take whatever time is necessary to solve your problem—on the first call!

If I have to stop working on the issue in the middle of my appointment, what happens?

We will either gladly reschedule your appointment or try to log on remotely to continue working on a resolution. Whichever you prefer.