

Smith Dairy Queens

IT

Today's Goal:

We will cover **our Smith DQ Ticketing System, IT General Info, Atmosphere TV, PAR refresher, Contact Info**



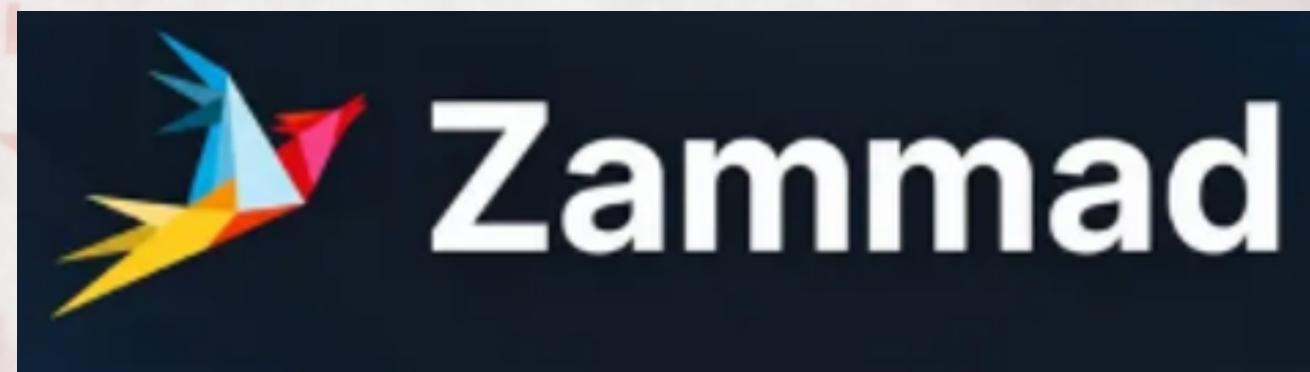
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Zammad

IT Ticketing System

How to use it visit zammad.smithdq.com and login with your store email address and password that is given to your manager. (If you forgot let me know).

You can also create tickets through your outlook email by emailing it.help@smithdq.com and this will automatically create a ticket with your issue.



General IT Info

If you're experiencing any issues first always restart the device then reach out through a ticket.

If in a emergency please call me only if the internet is complete down, POS system is entirely down, all credit card readers are not working.

After creating a ticket if there is an issue and you have time please give PAR an call to get the process started for getting it resolved. Please ask the PAR agent for the ticket number and right it down and give that information to me on zammad.



Atmosphere Tv

This is a form of our entertainment in our store we need to have a minimum of 40 hours a month streamed on the TVs.

If it's not connected to the internet or is not playing we will get billed if we don't complete our requirements.



ATMOSPHERE



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PAR Refresher

Any device that has a issue from Registers, Credit Card Readers, KDS, Bump Bars, and Printers. Always reboot the device first to see if it fixes the issue or is receiving power. Once those steps are complete create an ticket and depending on the urgency reach out to PAR if there are multiple Credit Card Readers reach out to me. If you give me 15 mins I will usually respond and see your email if I'm not currently busy.



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Main Third Party Contacts



Par Brink (POS System) 800-382-6200



Verifone (Credit Card Readers) 800-837-4366



Acumera (Firewall Provider) 800-559-8157

There are other providers that are involved but if so reach out to me if needed since they're needed on rare situations.



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