**How to Submit a DAS ticket**

There is no form to fill out when emailing DAS to [Support@dasmsp.com](mailto:Support@dasmsp.com)

**I have created an example below. Copy and Paste this table below into an email addressed to DAS**

|  |  |
| --- | --- |
| Full Name - |  |
| Site And Location |  |
| Your Email address – |  |
| Your Best Contact # |  |
| When available to take a call – | From To |
| Requesting for another user: Their Name |  |
| Their Email address: |  |
| Computer Name – if known |  |
| Brief Summary of Request- |  |
| Action taken on my part – | I restarted the computer, |
| Add a Screen Shot (photo) |  |
| Priority – Not urgent |  |

A screenshot of a computer

Description automatically generated

**Include any pictures of the any errors**

|  |  |
| --- | --- |
| Full Name: | Jacqueline Giron |
| Site And Location | Shotwell Optometry |
| Email address: | [jacgir@mnhc.org](mailto:jacgir@mnhc.org) |
| Best Contact# | 415-451-4152 |
| When available to take a call: | 9 am to 12 pm 1 pm to 5 pm |
| Computer Name: | D12345 |
| Brief Summary: | When I launch EPIC, I get this strange error – see the photo attached. |
| Action taken on my part: | I tried to restart the computer and I got the same error. |
| Screen Shot ( If applicable): | see attached |
| Priority: | Not Urgent |