



## NOTICE

In an effort to provide you and your customers the highest level of security we are transitioning away from email to a more secure form of communication for customer support requests. This transition is needed to properly encrypt and protect sensitive customer information.

## TIMELINE

By 2023 we plan to have all support requests and communications routed through the InSite platform. Status changes and updates can be viewed with InSite and it will support email notifications as well.

## TRANSITION

While creating and managing tickets within InSite is preferred, we have provided a transition plan to assist those heavily reliant on email. The email to ticket system will allow you to create tickets automatically in the system if sent in the proper format.

## BENEFITS

We have been using InSite to manage all requests for the last year. You will now be able to track and view all past and present tickets. In addition, you may see all tickets ever completed for a customer from the customer dashboard. This system is not only more secure but provides better information at your fingertips and is available in real time.

# How to Create Tickets: **(2) Options**

## **1. BEST OPTION:** Create Tickets Directly From InSite

InSite allows you to create, manage, and track all support requests from the Support ticket Dashboard.

- Click, “New Ticket.”
- Fill out the information.
- Attach any documents.
- Click, “Submit.”

## **2.** Email to Ticket

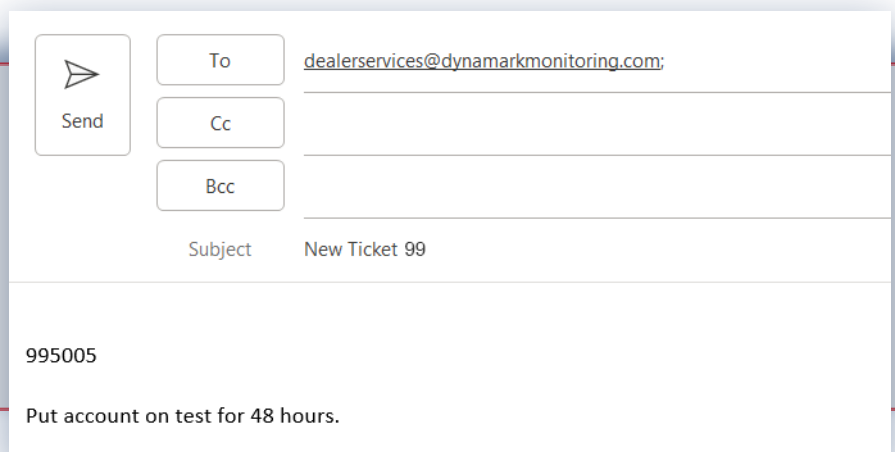
If you need to create a ticket on-the-go, you can still use email by following the directions below. Doing this will automatically create a ticket for your support request.

- Create a new email to [dealerservices@dynamarkmonitoring.com](mailto:dealerservices@dynamarkmonitoring.com).
- In the Subject line you ***must*** enter, “New Ticket” followed by your dealer number.
- In the body of the message, in the first line enter the account number if you know it. This is optional but helpful.
- Enter your notes for the request.
- Attach any documents.
- Add any other important information.

*Your request **must** come from the same email address associated with your InSite account or the request will be rejected.*

Within your InSite user settings, you can select “Ticket Activity Notifications” and you will receive email updates and resolution emails. Without this selected you will not receive status updates through email and instead will have to view them in Insite.

Example of **Correct**  
Email to Ticket Format:



The screenshot shows an email composition window. On the left is a 'Send' button with a paper plane icon. The 'To' field is filled with 'dealerservices@dynamarkmonitoring.com'. The 'Cc' and 'Bcc' fields are empty. The 'Subject' field contains 'New Ticket 99'. The email body contains two lines of text: '995005' and 'Put account on test for 48 hours.'