


Important Contact Information:

Transformyx has merged together the most comprehensive offering of technology services available and we've doubled our personnel infrastructure. All Transformyx clients utilize the Transformyx infrastructure which includes our online ticket and Help Desk, and telephone support line. Please feel free to contact us at anytime to discuss anything that may arise.

Email the Helpdesktechsupport@tfmx.com**Desktop Ticketing**

Right click this  symbol located in the bottom right of your PC's system tray, and choose **Contact Support***

Helpdesk and Telephone Support System**(225) 761-0088****Our Administrative staff members are:**

Ned Fasullo – Vice President Sales	(225) 761-0088 ext. 4348
Jason Nicosia – Business Development	(225) 761-0088 ext. 4340
Brad Burckel – Business Development	(225) 761-0088 ext. 4342
Seth Pontiff – Sales Support Specialist	(225) 761-0088 ext. 4341
Theresa Talbot - Accounts Payable/Receivable	(225) 761-0088 ext. 4418

Our corporate Web Site address is:www.transformyx.com**Our corporate mailing address is:**8510 Quarters Lake Rd.
Baton Rouge, Louisiana 70809**Our corporate telephone number is:**

(225) 761-0088

Our corporate Fax number is:

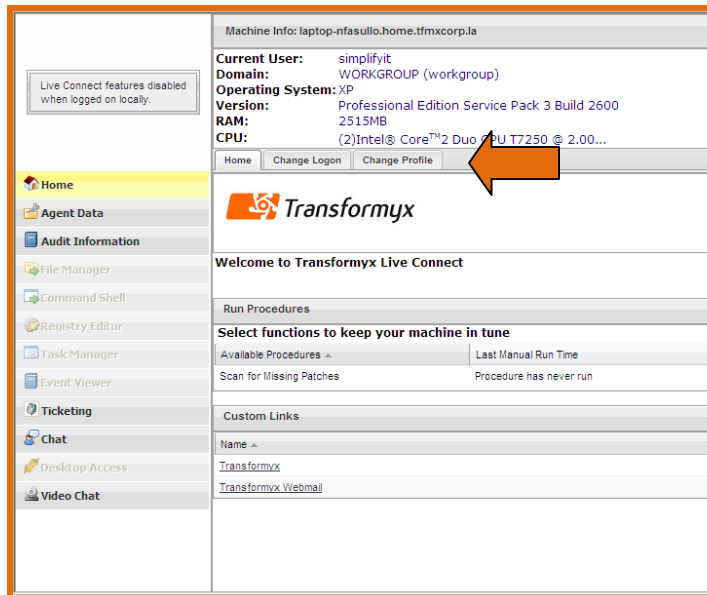
(225) 767-3445

As our company continues to grow and expand, additional relevant contacts will be added to this section and updated as the information becomes available.

**See following page for detailed instructions on the Desktop Ticketing system*

Desktop Ticketing System

Transformyx Managed Service Center software allows our clients to issue requests for sales, support or general information. These tickets instantaneously communicate with our Managed Service Center, and tells our team exactly who you are. If your request is not of a support nature, the ticket is forwarded to the appropriate party for your specific request. The advantage to this system is that we have an automatic workflow history of your requests and our resolutions. Either of us can reference this information anytime.



Upon right click of the Transformyx logo (located in the bottom right of your system tray) a browser will open. When it does click on the option for “**Change Profile**” in the navigation on the left. It brings you to this screen.

Enter your name, email address and a contact number and press the green arrow. By filling in this information once, each subsequent time you submit a ticket, it auto-populates this information which saves you time.

The next screen you see is blank. Choose the option on the left for “**Create New Ticket**”. At this screen you can fill in the information you are requesting and submit.

