

 END-USER GUIDE

Degarmo Technologies — DT RMM

# How to Submit a **Support Ticket** from the System Tray

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A step-by-step guide to requesting IT support directly from the DT RMM icon in your Windows system tray — no emails, no phone trees, just one click to the right team.

**Degarmo.**

degarmo.tech

Managed by Degarmo Technologies  
Veteran-Owned MSSP

## WHAT'S INSIDE

# Your Complete Ticket Submission Guide

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# What Is the DT RMM System Tray Icon?

Your direct line to Degarmo Technologies — always running, always ready

The **DT RMM icon** in your Windows system tray is a lightweight software agent installed and managed by Degarmo Technologies. It runs silently in the background to monitor your computer's health and security — and gives you a direct, one-click way to request IT support whenever you need it.

## What It Does for You

- ▶ Lets you submit a support ticket directly to the Degarmo help desk
- ▶ Automatically captures your computer name, site, and system details so you don't have to
- ▶ Allows you to view and update your open tickets without an email or portal login
- ▶ Enables Degarmo technicians to remotely access your computer (with your permission) to resolve issues faster
- ▶ Sends you notifications when your ticket status changes

## What It Does in the Background

The agent also monitors your computer for hardware issues, security alerts, and software problems — allowing Degarmo to proactively address issues before they impact you. This is all invisible and does not affect your computer's performance.



### DT RMM Agent

Powered by Datto RMM  
Managed by Degarmo Technologies

### Your tickets go directly into our system

When you submit through the DT RMM icon, your request is automatically routed into our ticketing system with your computer's information already attached. A Degarmo technician receives it immediately.

## Finding the Icon in Your System Tray

The DT RMM icon lives in the **Windows system tray** — the area at the bottom-right of your screen next to the clock. On some computers, the icon may be hidden in the overflow area behind a small arrow.

### Step 1 — Look at the bottom-right of your screen



▲ The DT RMM icon (highlighted in red) appears in the system tray area at the bottom-right of your taskbar.

### Step 2 — If you don't see it, click the hidden icons arrow



▲ Click the **▲ arrow** to expand the hidden icons tray — the DT RMM icon will appear in the pop-up overflow panel.

### Icon color indicates your connection status

 **Standard icon** — Agent is online and connected to Degarmo

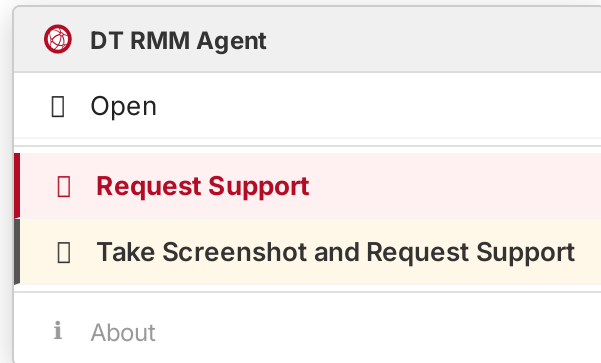
 **Grayed out** — Agent is offline or not connected; contact Degarmo directly

## Method 1 — Quick: Request Support from the Right-Click Menu

The fastest way to submit a support ticket. Right-clicking the DT RMM icon opens a short menu with a direct **"Request Support"** option — no extra windows to navigate.

- 1 Locate the DT RMM icon in the system tray**  
Bottom-right of your screen. Click the  $\wedge$  arrow if it's hidden in the overflow area.
- 2 Right-click the DT RMM icon**  
A small context menu will appear with several options. Do not left-click — use right-click to get the menu.
- 3 Click "Request Support"**  
This opens the support request form. Alternatively, choose **"Take Screenshot and Request Support"** to automatically include a screenshot of your current screen with the ticket.
- 4 Fill in the form and submit**  
Describe your issue and click Submit. Your ticket is sent directly to the Degarmo help desk. See Page 6 for a full walkthrough of the form.

### RIGHT-CLICK CONTEXT MENU



□ **Tip:** Use **"Take Screenshot and Request Support"** when you have an error message on your screen — it automatically attaches a picture so the Degarmo team can see exactly what you're seeing.

# Filling Out the Support Request Form

After clicking "Request Support," a form opens. Here is a walkthrough of every field — what it means and what to enter.

**DT RMM — Submit a Support Request**

**Issue Title \***

Outlook keeps crashing when I open attachments

*Required — a brief one-line summary of your issue*

**Description \***

Since this morning, Outlook crashes every time I try to open a PDF attachment. I get an error message that says "Microsoft Outlook has stopped working." This is happening on all emails, not just one.

*Required — describe what's happening, when it started, and any error messages*

**Your Name** **Computer Name**

Auto-filled from your login      DESKTOP-ABC123 (auto)

**Screenshot**

Attach a screenshot of my current screen

*Recommended — helps the technician see exactly what you're experiencing*

Cancel      Submit Request →

## Issue Title \*

A short, clear summary — e.g., "Printer not found," "Can't log into VPN," "Screen flickering." Think of it as the subject line of an email.

## Description \*

Explain what's happening, when it started, and whether it affects just you or others too. Include any error messages you see word for word.

## Auto-Captured Information

Your computer name, username, site name, and system details are **captured automatically** — you don't need to type any of this. The Degarmo team already knows which machine to look at.

## Screenshot (Recommended)

Check this box to attach a screenshot of whatever is currently on your screen. Especially useful for error messages, frozen applications, or anything visual.

## Method 2 — Full: Using the Agent Browser

Double-clicking the DT RMM icon opens the **Agent Browser** — a full interface where you can submit new tickets, view the status of existing ones, and add notes to open tickets.

### 1 Double-click the DT RMM icon

The Agent Browser window opens on your screen, showing your computer's details and connection status.

### 2 Click the "Tickets" tab

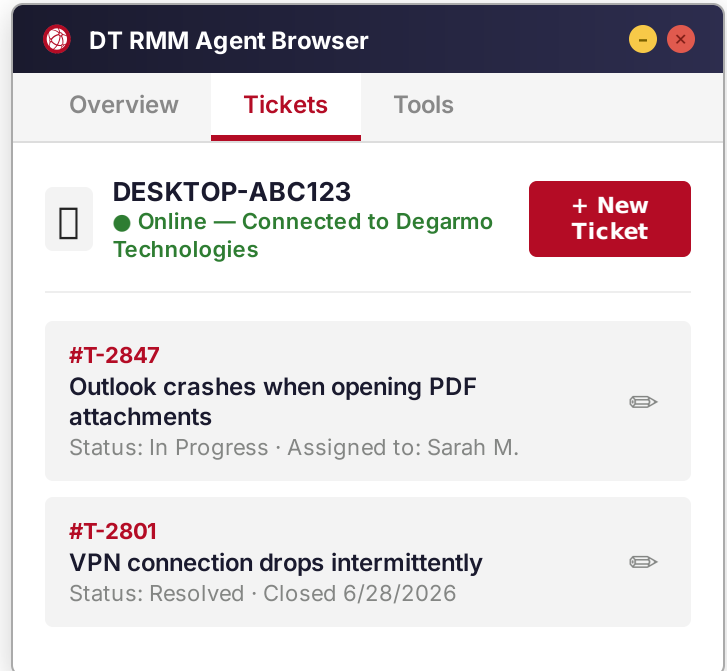
Switch to the Tickets view to see all your open and recently resolved support tickets. Each ticket shows the ticket number, title, and current status.

### 3 To submit a new ticket — click the "+ New" button

This opens the same support request form described on Page 6. Fill in the title and description, then submit.

### 4 To update an existing ticket — click the pencil icon

Select any open ticket and click the pencil icon to add a note — for example, "The issue started happening again" or "The error message changed."



### Use the pencil icon to add updates — not a new ticket.

If Degarmo is already working on your issue, add a note to the existing ticket rather than creating a new one. This keeps all the history in one place and helps the technician respond faster.

# After You Submit — What Happens Next

Your ticket is in the right hands the moment you click Submit

## Immediate: On-Screen Confirmation

As soon as you click Submit, a confirmation message appears in the Agent Browser confirming your request was received.

### Support Request Submitted Successfully



Your request has been received by Degarmo Technologies. A ticket has been created and a technician will be in touch shortly. Check your email for your ticket number and confirmation.

## Within Minutes: Email Confirmation

You'll receive an automated email confirming your ticket was created, including your unique ticket number. Keep this for your records.

**From:** helpdesk@degarmo.tech

**Ticket Confirmed: Outlook crashes when opening attachments [#T-2847]**

Hi [Your Name],

Your support request has been received. Your ticket number is:

**#T-2847**

A Degarmo technician has been assigned and will follow up with you shortly. You can reply to this email to add information to your ticket at any time.

Degarmo Technologies | degarmo.tech | Oklahoma City, OK

## What Degarmo Receives

Your ticket arrives in the Degarmo help desk system with all of the following automatically attached — you don't have to provide any of this separately:

- ▶ **Your ticket title and description** — exactly as you typed it
- ▶ **Your computer name and user account** — so we know which machine
- ▶ **Your organization / site name** — auto-identified from the agent
- ▶ **Screenshot** — if you chose to include one
- ▶ **Device health data** — CPU, RAM, disk, OS version at time of submission
- ▶ **Current alerts** — any active monitoring alerts on your machine

### How quickly will I hear back?

Degarmo Technologies commits to same-day support. Response times depend on priority — critical issues affecting your ability to work are handled first. You'll receive email updates as your ticket progresses.

### Can I reply to the email?

Yes — replying to your confirmation email adds a note directly to your ticket. You can also add notes through the Agent Browser Tickets tab at any time.

## Tips for Writing a Great Ticket

The more detail you include in your initial ticket, the faster Degarmo can diagnose and resolve your issue — often without needing to schedule a remote session first.

**01****Be specific in the title**

Instead of "Computer problem," write "Blue screen error when starting up." A specific title helps the right technician pick up your ticket immediately.

**02****Include the exact error message**

If you see an error, type it out word for word — or use "Take Screenshot and Request Support" so it's captured automatically. Error codes are especially useful.

**03****Say when it started**

"This started this morning" or "It's been happening since last Tuesday's Windows update" gives the technician crucial context for diagnosing the root cause.

**04****Mention what you've already tried**

"I already restarted and it didn't help" or "I tried reinstalling the app" saves the technician from suggesting steps you've already taken.

**05****Note if it affects others**

If colleagues are experiencing the same issue, say so. This helps Degarmo identify whether it's a single-machine problem or a wider network/server issue.

**06****Include your best contact time**

If your issue needs a call or a scheduled remote session, mention when you're available. For example: "Available for a call after 2pm MST."

**07****One issue per ticket**

Submit a separate ticket for each distinct problem. Mixing multiple issues in one ticket slows resolution — each problem gets routed to the best technician.

**08****Stay near your computer after submitting**

For urgent issues, a Degarmo technician may reach out quickly to start a remote session. Being available right after you submit speeds up resolution significantly.

## Frequently Asked Questions

### Q I don't see the DT RMM icon anywhere. What do I do?

First, click the  $\wedge$  arrow at the bottom-right of your taskbar to check the hidden icons overflow area. If it's not there either, the agent may not be installed or may have stopped running. Contact Degarmo Technologies at [degarmo.tech](https://degarmo.tech) and we'll get it reinstalled or restarted remotely.

### Q Is it okay to submit a ticket for a small issue, or only emergencies?

Submit for anything that affects your work — there's no issue too small. Early tickets often prevent small problems from becoming larger ones. Degarmo prioritizes tickets automatically based on urgency, so an emergency will always be handled first regardless of when it was submitted.

### Q Will a technician be able to see my screen or files without my knowledge?

No. Any remote session requires you to accept a connection request on your screen first. You will always see a visible prompt before a technician can connect. You can also end the session at any time by closing the connection window. Degarmo's remote access policy requires explicit consent every time.

### Q I submitted a ticket but haven't heard back. What should I do?

Check your email (including Junk/Spam) for the confirmation message — this confirms your ticket was received. You can also open the Agent Browser (double-click the DT RMM icon), go to the Tickets tab, and view the status. If you haven't received any confirmation after 15 minutes, contact Degarmo directly at [degarmo.tech](https://degarmo.tech).

### Q Can I submit a ticket when my computer has no internet connection?

The DT RMM agent requires an active internet connection to submit tickets. If your computer is offline, you won't be able to submit through the system tray. In that case, contact Degarmo Technologies by phone or email directly through [degarmo.tech](https://degarmo.tech) — our team will create the ticket manually on your behalf.

### Q Can I update my ticket after I've submitted it?

Yes — two ways: (1) Reply to the confirmation email you received, which automatically adds a note to the ticket. (2) Open the Agent Browser, go to the Tickets tab, and click the pencil  $\Rightarrow$  icon next to your ticket to add a note directly.

### Q Is my personal data safe when the agent is running?

Yes. The DT RMM agent monitors only hardware health metrics, software inventory, and security alerts — not personal files, browsing activity, or personal communications. All data is encrypted in transit and stored securely. Degarmo Technologies operates under strict data handling policies as part of our commitment to client security and compliance.

### Need help right now? Contact Degarmo Technologies.

Same-day support is our commitment. If you can't reach us through the system tray, visit [degarmo.tech](https://degarmo.tech) or email your Degarmo support contact directly.



VETERAN-OWNED | OKLAHOMA CITY, OK

# IT Help Is Always One Click Away.

The DT RMM icon in your system tray is your direct line to the Degarmo Technologies help desk — no searching for a phone number, no waiting on hold, no complex portal to navigate. Right-click, describe your issue, and submit. We take it from there.

Degarmo Technologies is a veteran-owned MSSP committed to same-day support and proactive IT management. We're not just a ticket queue — we're your dedicated technology partner, managing and protecting your systems so you can focus on your work.

[CONTACT US — DEGARMO.TECH](#)

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