What information to have ready when you call ClearCom for support

When reaching out to our support team for computer assistance, please have the following information on hand so our techs can help you as soon as possible:

- **Your name**
- **The company you work with**
- **The name of the computer you're working on that is having issues**

Knowing the name of the computer you're using that is having issues will help our support techs trouble shoot issues quickly.

To get that info, click on the little up arrow (1) next to your clock, bottom right-hand side of your computer screen. Then double click on the ClearCom Logo icon (2).

In the screen that pops up, it will show your computer name next to the Description (3).