Helpdesk Instructions

Opening a Service Ticket:

OSI customers have three methods of opening service tickets with the Systain Team:

Option 1: Email the Systain team at: support@systain.io

Option 2: Open a service ticket directly with our team via our web portal at: https://support.systain.io/

Option 3: Contact the Systain team by phone at any of the following international numbers:

Country	Local Phone #
United States	+1-844-674-8324
Hungary	+36 80-088-461
India	800-0501-546 (local)
Malaysia	+60 1800-81-6112
Mexico	+52 1800-099-0785
Slovakia	+421 1800-00-2324
South Africa	+27 1044-26091
United Kingdom	+44 8004-046961

Required Information:

Please have the following information available to open a service ticket:

- Device Serial Number & Location
- OEM, Model, and Part ID
- Severity or Priority of the Incident
- Failure Type
- Site and Equipment Administrator Contacts
- Any Available Log Files and/or Error Reports

Customers will receive a response from our ticketing system within 30 minutes of initial contact with the Systain ticket number, personnel assigned to the ticket, and requests for any additional information.

Requesting Web Portal Access:

The Systain Web Portal allows customers to manage their support contracts and assets, open service tickets, and check on the status of existing service requests.

OSI customers can request portal access at: https://osiglobal.com/request-systain-access/