

Having issues with phones, voicemail, email, computers, scanners, website, or anything else? Here's what you need to do to get help fast from our stellar Select Technical Support Group.

1. **Go** to <http://help.sgrestech.com>
2. **Log in** with your provided username and password for your office
3. Click on **Submit a Service Request**
4. Select a **category** associated with the issue as well as a **sub-category**
5. Give the ticket a **title**. Include the agent name and office within it (ie: "Phone issue for George Clooney in the Citrus Heights office")
6. Add a **description**. Be as specific as possible regarding the issue so we can better assist you. List any things you did to try and solve the issue yourself.
7. Give the ticket an **urgency**. Please note that 99% of most issues should be given a LOW urgency (Don't worry; they are not treated differently than a high urgency item. They will still get handled as soon as possible.) **High urgency status is reserved ONLY for issues affecting the ENTIRE office like all phones are down, or server crashes, etc.**
8. Click on **Submit**. You will get a confirmation that the ticket was submitted.

**NOTE:** At any time, you can go into the Help Desk and see submitted tickets and see their current status by clicking on "View Your Service History".

**Here is a list of every office's username. The password to your account is select1.**

Stanford Mortgage Cameron Park: SMCPTickets	Century 21 Auburn: C21ABtickets
Stanford Mortgage Chico: SMCOTickets	Century 21 Cameron Park: C21CPTickets
Stanford Mortgage Folsom: SMFOTickets	Century 21 Chico: C21COTickets
Stanford Mortgage Grass Valley: SMGVtickets	Century 21 Yuba City: C21YCTickets
Stanford Mortgage Roseville: SMRVtickets	Century 21 Citrus Heights: C21CHtickets
Stanford Mortgage Yuba City: SMYCTickets	Century 21 Commercial: C21COMtickets
Stanford Mortgage El Dorado Hills: SMEDHTickets	Century 21 Davis: C21DVTickets
Stanford Mortgage Reno: SMRNTickets	Century 21 El Dorado Hills: C21EDHTickets
Inter-County Title Placerville: ICTPVtickets	Century 21 Folsom: C21FLTickets
Inter-County Title El Dorado Hills: ICTEDHTickets	Century 21 Gridley: C21GDTickets
Inter-County Title Cameron Park: ICTCPTickets	Century 21 Lincoln: C21LNTickets
ERA Grass Valley: ERAGVTickets	Century 21 Paradise: C21PDTickets
ERA Nevada City: ERANCTickets	Century 21 Placerville: C21PVTickets
Select Relocation: RELOTickets	Century 21 Pollock Pines: C21PPTickets
Select Property Management Cameron Park: SPMCPtickets	Century 21 Roseville: C21RVTickets
Select Property Management Hayward: SPMHWtickets	Century 21 Woodland: C21WLTickets
Select Property Management Paradise: SPMPTickets	Coldwell Banker Carson City: CBCCTickets
Select Property Management Roseville: SPMRVTickets	Coldwell Banker Dayton: CBDTTickets
Select Property Management Yuba City: SPMYCTickets	Coldwell Banker Fernley: CBFNTickets
Select Property Management Carson City: SPMCCTickets	Coldwell Banker Incline Village: CBIVTickets
Select Property Management Dayton: SPMDDTickets	Coldwell Banker Minden: CBMNTickets
Select Property Management Sparks: SPMSPTickets	Coldwell Banker Reno: CBRNTickets
Select Property Management Zephyr Cove: SPMZCTickets	Coldwell Banker Sparks: CBSPTickets
Select Group Corporate: SGCORPTickets	Coldwell Banker Zephyr Cove: CBZCTickets
	Coldwell Banker Galena: CBGLTickets