



# One Page Technology Support Guide

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Our goal is to make getting support easy, efficient, and reliable. To that end, your help in this area is crucial! When you contact us for support please be ready to provide the following information:

- Your name and how we can contact you to resolve the issue
- What is the general issue?
- What is the priority of this issue (see bottom of this page)?
- What do you want it to look like / do when we are done?
- Is this just happening to you or are others experiencing the issue?
- How long has this issue been happening?
- Has this ever happened before? If so, when?
- Are you receiving an error message?
  - If so, what is it (exactly – any numbers or messages are crucial)?

## METHODS OF CONTACTING US FOR SUPPORT

Help Desk Hours of Operation Monday thru Friday 7 am to 7 pm.

**NOTE: CRITICAL priority tickets (i.e. 1 hour response or less) or a request for after-hours or holiday service should be made by calling the office.**

**1. Send an Email** to [help@gettingyouconnected.com](mailto:help@gettingyouconnected.com). Please make sure to include the information listed above in your email so that we can respond most quickly.

**NOTE:** All requests submitted via email will be logged as “Medium” priority (3-5 business day response), to request a higher priority simply indicate the priority level in the subject of your email.

**2. Make a phone call for support: 203-200-7727**

**NOTE:** To reach the On-Call Engineer outside of normal hours, use Opt. 1 when prompted after reaching the voicemail

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At IT Direct we let *you* tell us how important your request is, and the priority options are:

CRITICAL = Resolution action to commence in 1 hour

URGENT = Resolution action to commence in 4-hours or less

HIGH = Resolution activity will commence in 1-2 business days.

MEDIUM = Resolution action to commence within the next 3-5 business days

LOW = Resolution action to commence within 1-3 calendar weeks