

SUPPORT 101



Welcome to Intrust IT. Here's your guide to the support experience and the options available for you to contact us.

A team dedicated to knowing YOU

To provide you with the best service, we've assigned you to a team of expert technicians who support clients with environments similar to yours. The goal is simple: to put friendly and familiar names and faces to your support team. You'll come to feel like they work in the office next to you. Trust that the technicians who reach out to you always have your back.

Business Hours

7:30 - 5:30 EST

Call for after hours emergency support

Ways To Get Support

Phone: 513-469-6500

Email: service@intrust-it.com

Online: intrust-it.com/support

CALL FOR EMERGENCY

And remember, RELAX we got this!

When you or your company are unable to perform your daily functions due to a technology issue, give us a CALL so we can gather ALL the pertinent information possible to get you back up and running.

Details matter!

Is the whole company impacted or just a few people?
Is this the first time you've experienced this problem?
Information like this helps us route your ticket to the correct team for resolution and limits your downtime.

513-469-6500, Option 4 For site-wide emergencies

This line connects to a dedicated group of technicians GUARANTEED to answer your call.

513-469-6500, Option 1 For single-user emergencies

This line connects to team members who are experts on YOUR environment.

[INTRUST-IT.COM/SUPPORT](https://intrust-it.com/support)

You can monitor your ticket's progress using our client ticketing portal. Review, update and submit new tickets at your convenience.

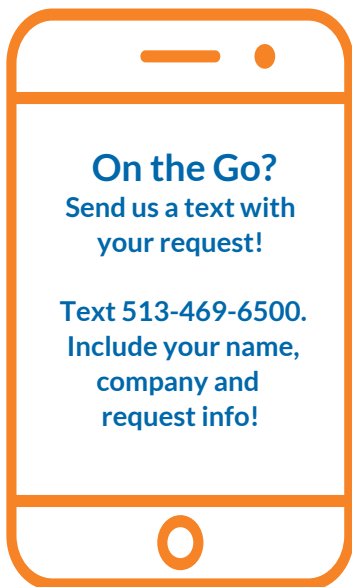


EMAIL FOR NON-EMERGENCY

For general requests, simply send an email

If your request doesn't need to be rushed, or if you would like for us to schedule a time that works best with your availability, send us an email with any details you can provide. The bullets on the right are examples of requests that should be sent via email.

- ✔ Software installs
- ✔ Workstation updates
- ✔ Settings changes
- ✔ New user request
- ✔ Mailbox changes
- ✔ Permissions requests
- ✔ Non time-sensitive requests



Need Support After Hours?

No worries! We have a dedicated technician on call who can assist you with your after-hours emergency. Just call us at 513-469-6500 and follow the prompts for an emergency call.

Please note that after-hours calls could incur additional charges

If it's not an emergency and you'd like to submit a general request after hours, leave a voicemail and we'll process your request the next business day.

How Did We Do?

Your feedback is important to us. After we complete your request, you will receive an email asking for you to score us on the service you received. Continuous Improvement is one of Intrust IT's core values, and we aim to be the best we can be. Your feedback helps us get there!

