

Welcome to the Help Desk

Help Desk Contact Info:

1-866-520-6414 | helpdesk@itsupport247.net

Our fully remote Help Desk is here to help minimize the disruptions to your business day. Next time an IT issue arises, rest easy knowing our team of highly trained technicians and engineers are ready to assist you with a wide range of IT matters. In many cases, we can troubleshoot while you step away for a meeting or phone call.

How to Contact Us



Phone

1-866-520-6414



Chat

In the System Tray (right hand corner by the time), click the arrow and you will see the **S** Sharp icon.

Tip: Chat is the fastest and easiest way to get a technician to assist with your needs



Email Support (Low Priority)

Email helpdesk@itsupport247.net and include:

- Your full name
- Company name
- Call-back number(s)
- Best time to call
- Detailed description of the issue and include screenshots whenever possible

When to call the Help Desk

Our goal is to get you up and running as soon as possible, so please don't hesitate to call us. Here are just a few sample scenarios where we can help.

- You arrive at the office and are unable to login to your computer...**we can reset your password.**
- Problem connecting to the Wi-Fi at the office, at home or a hotel...**we can troubleshoot.**
- Printer isn't communicating anymore...**Sharp also provides print services, so we can help.**

Escalations and Follow Up

If we are unable to resolve your issue remotely, we have trained experts in the field to help assist our Help Desk. Requests outside the scope of Help Desk services will be transitioned to our Project Services team and billed separately.

The Project Services team is available Monday through Friday from 8:00 am to 5:00 pm CT. These highly skilled technicians can provide additional assistance and onsite support to business locations, if needed. Sharp technicians are prohibited from visiting home residences.

Project Services remote and onsite support is billed at \$175 per hour or the negotiated project fee.

To follow-up on a ticket, call 1-866-520-6414 and provide the ticket number to the technician.