It Support Policy

IT Support - FutureTech Corp

Helpdesk Hours: 8:00 AM - 8:00 PM (Mon-Fri)

Support Channels:

- Email: support@futuretech.com

- Phone: +1-800-555-1234

- Chat: Slack channel #it-support

Hardware Requests:

- Employees can request laptops, monitors, and accessories via the IT Portal.

- Replacement turnaround: 3 business days.

Password Resets:

- Self-service reset available via the Intranet Portal.

- For locked accounts, contact IT support directly.

Security Policy:

- Mandatory VPN for external access.

- 2FA is required for all internal tools.