How to Contact IT Support

Document Number: IT-SUP-001 **Effective Date:** January 1, 2020 **Last Updated:** February 1, 2024 **Owner:** IT Operations **Applies To:** All employees globally

Overview

IT Support is here to help with technology questions, issues, and requests. This guide explains how to get help and what to expect.

Contact Methods

Slack (Recommended for Most Issues)

Channel: #it-help

Best for: - Quick questions - Common issues - General guidance - Software requests - Access requests

How to use: 1. Post your question in #it-help 2. Include relevant details (error messages, screenshots) 3. IT team or colleagues may respond 4. If complex, IT will create a ticket

Response time: Within 2 hours during business hours

Email

Address: it-support@novatech.com

Best for: - Formal requests - Sensitive issues - When you need a ticket created - Non-urgent matters

Include in your email: - Clear subject line - Description of issue or request - Error messages or screenshots - Urgency level

Response time: Within 4 hours during business hours

Phone (Urgent Issues Only)

Number: 1-800-555-0195

Best for: - Complete inability to work (laptop won't turn on) - Security incidents - Lost/stolen devices - Time-sensitive issues

Hours: 24/7 for emergencies, 8am-6pm CT for general support

Self-Service Portal

URL: support.novatech.internal

Best for: - Submitting tickets - Tracking existing tickets - Knowledge base articles - How-to guides - Software requests

When to Use Each Method

Situation	Best Contact Method
Quick question	Slack #it-help
Password reset	Self-service or Slack
Software request	Self-service portal
Hardware issue	Email or Slack
Lost/stolen device	Phone (urgent)
Security incident	Phone or Slack #security-alerts
General how-to	Knowledge base, then Slack
Complex request	Email or portal

Priority Levels

P1 - Critical (Emergency)

- Complete work stoppage for multiple users
- Security breach in progress
- Production system down
- Response: Within 30 minutes

P2 - High

- Single user cannot work
- Major functionality unavailable
- Important deadline at risk
- Response: Within 2 hours

P3 - Medium

- Workaround available
- Non-critical system issue
- Standard requests
- Response: Within 4 hours

P4 - Low

- Questions and general inquiries
- Enhancement requests
- No immediate impact
- Response: Within 8 hours

What IT Support Handles

We Help With

Accounts & Access - Password resets - Account lockouts - Access requests - MFA issues

Hardware - Laptop problems - Monitor/peripheral issues - Equipment requests - Hardware repair coordination

Software - Installation requests - Configuration issues - License questions - Application errors

Communication Tools - Slack, Zoom, Google Workspace - Email issues - Calendar problems - Video conferencing

Security - Phishing reports (forward to phishing@novatech.com) - Suspicious activity - Security questions - VPN issues

We Don't Handle

Issue	Correct Contact
HR questions	#ask-hr or hr@novatech.com
Benefits questions	benefits@novatech.com
Payroll issues	payroll@novatech.com
Facilities/Office	facilities@novatech.com
Travel booking	travel@novatech.com
Product bugs (customer-facing)	Engineering/Product teams

How to Submit a Good Support Request

Include These Details

For technical issues: - What were you trying to do? - What happened instead? - Exact error message (screenshot preferred) - When did it start happening? - Have you tried anything to fix it? - Your laptop type and OS version

For access requests: - System/application name - Level of access needed - Business justification - Manager approval (if required)

For hardware requests: - What equipment you need - Business justification - Manager approval (if over $500)

Example Good Request

> Subject: Cannot access Salesforce - "Authentication Error"
>
> Hi IT,
>
> When I try to log into Salesforce, I get an "Authentication Error" message after entering my Okta credentials.
>
> - Started happening this morning around 9am
> - I can log into other apps (Slack, Gmail) fine
> - I've tried clearing my browser cache - didn't help
> - Using Chrome on MacBook Pro (macOS Sonoma 14.2)
> - Screenshot attached
>
> This is blocking my work - I have customer calls today.
>
> Thanks, [Name]

Support Hours

US Hours

- **Standard:** Monday-Friday, 8am-6pm CT
- **Emergency:** 24/7 via phone

International Coverage

- **UK:** Monday-Friday, 9am-5pm GMT
- **India:** Monday-Friday, 10am-6pm IST
- **After hours:** US team provides emergency coverage

Holidays

Limited coverage on holidays. Non-urgent tickets handled next business day.

Tracking Your Tickets

Via Portal

1. Go to support.novatech.internal
2. Click "My Tickets"
3. View status of all open tickets
4. Add comments or updates

Ticket Statuses

Status	Meaning
New	Submitted, awaiting assignment
In Progress	IT is actively working on it
Pending User	Waiting for information from you
Resolved	Issue fixed, awaiting confirmation
Closed	Completed and confirmed

Adding Information

You can add comments to existing tickets: - Reply to ticket email - Comment via portal - Reference ticket number in Slack

Escalation

When to Escalate

If you feel your issue isn't being addressed appropriately: 1. Comment on ticket requesting escalation 2. Email it-support@novatech.com with ticket number 3. Contact IT Manager: it-manager@novatech.com

Escalation Path

1. IT Support Agent
2. IT Support Lead
3. IT Manager
4. VP of IT

Self-Service Resources

Knowledge Base

support.novatech.internal/kb - How-to articles - Troubleshooting guides - FAQs

Common Self-Service Tasks

- Password reset: app.novatech.com/account
- Software installation: Approved apps in Self Service (Mac) or Software Center (Windows)
- VPN setup: support.novatech.internal/kb/vpn

Training

Workday Learning has IT-related courses: - Security Awareness - Tool-specific training - New employee IT orientation

Feedback

Rating Your Experience

After ticket resolution, you'll receive a survey. Your feedback helps us improve.

Suggestions

Ideas for IT improvements? Email it-feedback@novatech.com or post in #it-feedback.

FAQ

Q: Do I need to create a ticket, or is Slack okay? A: Slack is fine for quick questions. IT will create a ticket if needed.

Q: How do I check ticket status? A: Portal (support.novatech.internal) or reply to ticket email.

Q: What if I need help outside business hours? A: Use the emergency phone line for critical issues only.

Q: Can IT help with personal devices? A: Only for setting up approved work apps (Slack, email).

Q: How long until my software request is approved? A: Standard software: 1-2 days. New software requiring review: 5-10 days.

Contact Summary

Method	Contact	Best For
Slack	#it-help	Quick questions, most issues
Email	it-support@novatech.com	Formal requests
Phone	1-800-555-0195	Emergencies
Portal	support.novatech.internal	Tickets, knowledge base

Related Documents: Ticket Priority Levels (IT-SUP-002), Self-Service Troubleshooting Guides (IT-SUP-010), Knowledge Base Index (IT-SUP-005)