

# HELPDESK

Fernwood Helpdesk is designed to assist our franchisees and in-club staff with any queries or issues they may need assistance with.

If you are experiencing issues or have any questions you need support with, please log them through Helpdesk rather than emailing anyone at NSO directly. Our Helpdesk can assist with most troubleshooting issues quickly. Logging tickets in Helpdesk also allows us to review any common issues that may be linked.

Clubs can submit a Helpdesk ticket by emailing: [Helpdesk@fernwoodfitness.com.au](mailto:Helpdesk@fernwoodfitness.com.au)

## Remote support

To allow Helpdesk remote support to access your computer, please visit <https://support.fernwoodfitness.com.au/>. Helpdesk will talk you through the steps of how to allow access. Only ever allow Fernwood Helpdesk access your computer remotely.

We will get back to you ASAP. Please allow 24-48 hours for a response.