



# IT Farm Support Procedures

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## CONTENTS

<b>1</b>	<b>HOW TO: LOG A SUPPORT CALL .....</b>	<b>3</b>
1.1	LOGGING A CALL BY EMAIL.....	3
1.2	LOGGING A CALL BY PHONE .....	4

## 1 How To: Log a support call

Our support team is here to help if you have any problems whilst using the IT Farm. You can log a call using the online form, email and by phone. The standard service times are listed below:

	 <b>Online</b>	 <b>Email</b> (see section 1.1)	 <b>Phone</b> (see section 1.2)
<b>Weekdays</b>	<b>08:00 – 18:00</b>	08:00 – 18:00	09:00 – 17:00
<b>Weekends &amp; Public Holidays</b>	<b>09:00 – 17:00</b>	09:00 – 17:00	No Service
<b>Christmas Day</b>	<b>No Service</b>	No Service	No Service

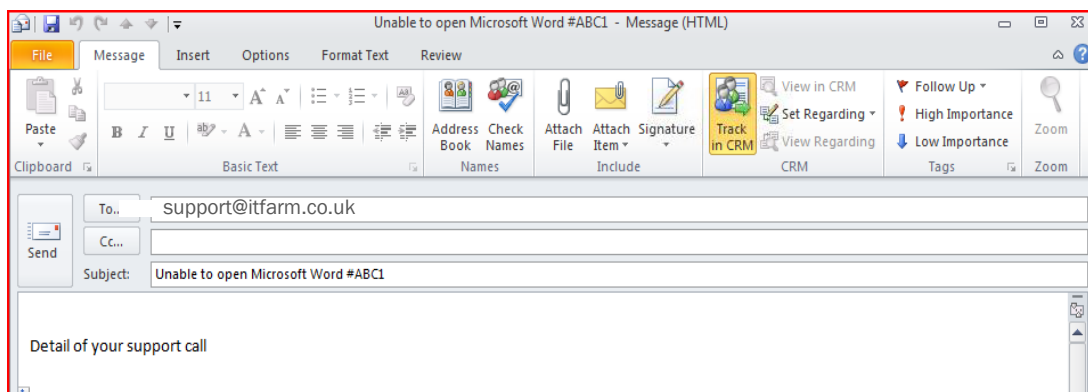
Please note our Weekend and Public Holiday support service only covers logon issues and urgent security change requests. All other support requests will be dealt with on the next business day.

Please note logging a call online will be available for MSP staff from 1<sup>st</sup> March 2012.

### 1.1 Logging a call by email

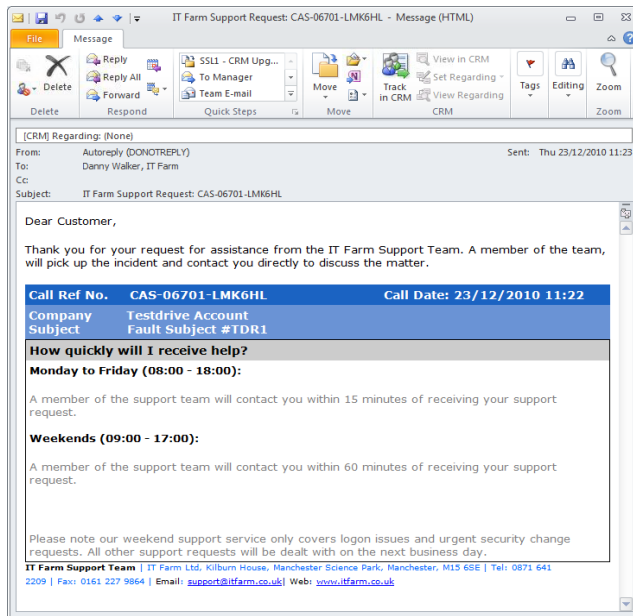
To log a support request by email you will require a valid **account number** which is a **#MSP1**. To log a support call by email, follow the steps below:

- Address the email to: **support@itfarm.co.uk**
- Add the subject of your call and your account number (including the #) in the Subject field



- Enter the details of your call in to the description field (**including a contact number**)
- Click 'Send'

- You will receive an automated email as confirmation with your call log reference number. If you do not receive an email within 10 minutes please contact support by phone.



## 1.2 Logging a call by phone

To Speak to one of the team please call us on **0871 641 2209**.

Please note that only calls regarding logon issues, password resets and urgent security changes will be dealt with whilst you are on the phone. All other calls will be logged by the call handler and placed in the support queue with the support requests logged online or by email. All support requests are answered on a first in/first out basis.