

Synapse Communication Guide - Quick Start

Phone: 1300 903 405 or +61 3 9514 3400

Technical email: support@itconsultants.com.au

Account management: accountmanager@itconsultants.com.au

Billing / admin email: admin@itconsultants.com.au

Client portal: <https://portal.itconsultants.com.au>

For technical queries

For day to day technical requests

For all general “business as usual” support requests please either email the details of your requirements to support@itconsultants.com.au, give us a call on 1300 903 405 to speak to one of our service desk technicians, or you can request help through our client portal. Our full service desk is available 9am – 5pm Australian eastern time during business days.

For urgent issues

If you have an urgent issue during business hours, please call us immediately on 1300 903 405. We have technical staff standing by to assist. Please **do not** email us regarding emergencies; you will get a faster response by phone.

For emergency after hours support

If you have an emergency outside of business hours, eg server down or a security incident, please call us on 1300903405 and select the option for emergency assistance.

This is available to our managed IT agreement clients for emergencies only. Emergency support is available 7am to 9pm during the week, and 9am – 5pm on weekends or public holidays. If you call outside of these hours, please leave a message and we will call you back during these times.

For business related queries

For technical escalations

To escalate an existing issue or provide feedback on the work we are doing please speak to our Service Manager, John Shearer. John will be able to update you on the status of your job, discuss any issues, and arrange the appropriate action.

For business requirements, IT strategy or to purchase new systems

Your account manager is available to discuss your requirements and how we can best help. They can work with you on an IT strategy, as well as provide options for new solutions or products to help your business.

For billing queries

For any questions about invoices or statements please email the details of your query or concern to our admin team and they will review. Please feel free to call and discuss these questions, but we request that you provide details in writing to allow for quicker resolution.

