ITWORX

TECHNICAL
SUPPORT

HOW TO REQUEST TECHNICAL SUPPORT

You can log a technical support request through any of the following channels:

1. **Phone**: +267 71924495
2. **Email**: Helpdesk
3. **WhatsApp**: +267 71924495

INFORMATION REQUIRED WHEN LOGGING A REQUEST

When logging a technical support request, please ensure you provide the following details:

- Company Name
- Contact Person's Name (the individual experiencing the issue)
- Contact's Mobile Number
- Detailed description of the problem or request

If possible, include relevant details to help us diagnose and resolve the issue more efficiently.

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REMOTE ASSISTANCE

To expedite the support process, kindly download the appropriate tool for your operating system: Please send your ID and access code to **helpdesk** or share via WhatsApp on +267 71924495. Do not close the remote session unless advised to do so, and please monitor the chat box for any messages from our technician.

- **Windows**: **Acronis Quick Assist for Windows**

- **Mac**: **Acronis Quick Assist for Mac**

REQUEST HANDLING PROCESS

1. We will log your request and generate a Ticket ID.
2. You will receive an email with your Ticket ID and request details.
3. If we have your mobile number on file, you will receive an SMS notification.
4. We will assign the most appropriate technician to your request.
5. Please be ready to provide passwords if needed and allow remote access.
6. Once resolved, you will receive confirmation via email and SMS.
7. Our Helpdesk Manager will issue an invoice for services rendered.
8. Contract customers will receive a zero-value invoice detailing the time spent.

CLIENT CATEGORIES

1. **MSP or Contract Clients**: Priority support with Service Level Agreement.
2. **Non-Contract Clients**: Assisted according to the Helpdesk queue.

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WORKING HOURS

DESCRIPTION	HOURS	RESPONSE
Monday – Friday)	08:00 - 17:00	Priority based on client type
Weekends & Public Holidays	N/A	Support available upon request for contract clients via mobile or WhatsApp.

ESCALATION PROCEDURE

If you need to escalate a service request, please follow the order below, ensuring you have a valid Ticket ID:

1. **Help Desk Manager**: Ntebo Mokgotthu | [Contact me here](#)
2. **Infrastructure Manager**: Letla Mmeke | [Contact me here](#)
3. **Managing Director**: Ciaron Byrne | [Contact me here](#)

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ITWORX RESPONSE TIMES

PRIORITY	EXAMPLE ISSUE	RESPONSE TIME
🔴 Critical	Server offline; network failure affecting half the company; VPN down.	1 Hour
🟠 High	User desktop not powering on; main printer failure; wireless issues	2 Hours
🔵 Medium	Slow printing; scanning issues; software installation request	4 Hours
🟢 Low	Routine maintenance; user account changes; new equipment setup	8 Hours

Please Note: Internet outages where users can still work locally or non-critical equipment failures will be attended to as per queue priority.

For smooth and efficient support, we encourage our customers to log requests through the official channels and to provide detailed information to help us assist you quickly and effectively.

Services

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