

# How can I get fast support?



## Using the 4iT App

**This is the easiest and fastest way to get help**

Simply click on the IT Portal icon on your desktop and log a ticket directly via the App. This will automatically pop-up in our system and we'll work on to it as soon as possible. You'll get an automated reply confirming we've got it!



## Sending us an email

If you'd prefer email, simply email [supportdesk@4it.com.au](mailto:supportdesk@4it.com.au).



## Calling us

You can call our Support Desk directly on **02 8866 3310**.

Office hours are 8.30am to 5.30pm Monday to Friday.



## After Hours

We won't leave you stranded after hours. Simply call our Support Desk on **02 8866 3310** and leave a message on our After Hours Emergency voicemail. Additional charges apply depending on your agreement. Check with your account manager for further information.



### IMPORTANT NOTE

If you send emails to our **Direct Email Addresses** or call us on our **Mobile Phones**, this will very likely slow our response times down. We've built our processes to be quickest & most reliable when you use the methods above.

