

Contacting itSynergy

7310 North 16th Street
Suite 130
Phoenix, AZ 85020-8203

602.297.2400
602.297.8703 fax
www.itsynergy.com

Need Help? Something Not Working? We do what we do in order to create positive experiences with technology. Let us help turn your issue into a positive experience!

Here's How to Get In Touch With Us In Order of Preference:

- **Send us an email at support@itsynergy.com**
 - Please add a short summary of your request in the subject line (for example "Tom can't print to HP in Accounting"), and then provide as much detail as you possibly can in the body of the email. If you have screenshots or the steps we need to follow to see the error all the better!
- **Visit <http://www.itsynergy.com/help>**
 - Just fill out the form and Voila! We'll be in touch shortly.
- **Call (602) 297-2400 Option 1**
 - Email not working? Want to talk to a human being instead of sending an email? Feel free to call! Just understand that this makes us a LITTLE bit slower because we first have to create a ticket with the details of what's happening (that happens automatically when you email).

Outside Regular Business Hours or Has the Company Come to a Grinding Halt Because of An Issue?

Email us at serverdown@itsynergy.com, visit <http://www.itsynergy.com/help> and select emergency when filling out the form or if the Internet is broken and neither of those are an option, call 602-297-2400 x5000. Both are monitored by us 24/7/365. This is normally used for after-hours requests, but we also want you to use it in the middle of the day if a technical issue is preventing your business from operating.

What Happens Next?

If you've used the emergency contact method, all of our cell phones are ringing, we are being woken up in the middle of the night, and alarms are going off. Sit tight and we'll be in touch shortly. "Officially" we say to give us an hour, but in most cases you'll hear from us in just a few minutes regardless of the time or day of the week.

If this a normal issue, someone will be reviewing your request shortly and prioritizing it based on the information you've given us. They will then let you know when to expect someone to start working on your issue. If you ever think we haven't prioritized something properly, let us know and we'll get it fixed pronto.

Creating Positive Experiences With Technology
Download this document at <https://itsynergy.com/contactsupport>

