

How to use the Kiss IT Helpdesk



▶ What is the Kiss IT helpdesk?

The Kiss IT helpdesk is your first point of contact to request advice or assistance with IT related issues.

We will analyse your problem and attempt to resolve it over the phone. If the problem cannot be resolved remotely we will send an engineer onsite to resolve your issues.

The helpdesk uses industry best practice so we will Log a ticket for each call to track your history.

▶ How to contact the Kiss IT helpdesk

1. Direct Dial **07 985 6255**
2. Email **support@kissit.co.nz** (for less urgent issues)
3. Afterhours* Dial 07 985 6255 and follow the prompts (You will be transferred to the "On Call" engineer)

▶ When may I call?

24 hours, 7 days per week.

Business Hours: **8:30am to 5:30pm Monday to Friday** (except public holidays)

After Hours: Outside these hours and an "On call" engineer will log your call and assist you.

▶ What do you need to provide?

- ✓ A description of your problem
 - e.g. what error message you are seeing
 - What does not work?
- ✓ Details of what you have tried
- ✓ What you would like us to do for you
- ✓ What are the implications to you while this issue remains?
- ✓ Urgency of the job e.g. Critical, High, Low[†]
- ✓ Best way to contact you.

If you need to send us any documentation such as screenshots or error messages:

Fax 07 575 3169 or Email support@kissit.co.nz

If you need to send or drop something off such as a computer our office location is:

Unit 15, 23 Tukorako Drive, Mount Maunganui.

▶ Please DO NOT

- ✗ Contact an engineer directly by mobile phone for a **new** issue. Please go through the helpdesk to ensure you receive prompt attention.
- ✗ NOT leave a message (Yes that's right. People who hang up without leaving a message tend to not get solutions resolved faster).
- ✗ Send an email for an urgent issue. Please call and speak to a real person.

* Note that minimum 2 hours after hour's charges will apply.

[†] Priority Responses Fees may apply.