



# ITCONSEC

Secure Consultancy

## Digital Support Guide

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*Phone Number* 01902 919566  
*Email* [helpdesk@itconsec.com](mailto:helpdesk@itconsec.com)  
*Website* [itconsec.com](http://itconsec.com)  
*Support Hub* [Supportnow.uk](http://Supportnow.uk)  
*Support Hours* Mon - Fri { 08:30 - 17:00 }

We will support you as soon as possible.

Please be aware response times may be slightly longer than usual  
outside standard office hours.

## Overview

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Recently at ITCONSEC, we've been overhauling our support to provide you with an easy-to-use system. We've created multiple contact points and methods.

In brief you will be able to receive:

- Support over the phone at 01902 919566
- Support over emails at [helpdesk@itconsec.com](mailto:helpdesk@itconsec.com)
- Support Live chat directly from your computer (🗨 icon in System Tray)
- Support Ticket Portal
- Support Appointment Booking System

## WhatsApp, Email and Phone Support Lines

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### Support Line - 01902 919566

You will be presented with two options:

1. Support
2. Accounts

Select the appropriate line to enter the queue. Once we answer, we will ask questions relating to your problems and determine the best possible fix

### Email - [helpdesk@itconsec.com](mailto:helpdesk@itconsec.com)

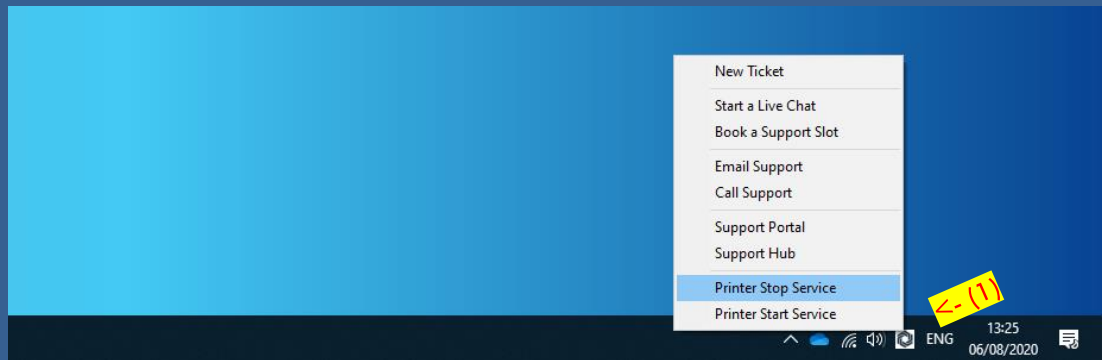
Send an email to [helpdesk@itconsec.com](mailto:helpdesk@itconsec.com) containing details of your issue. Optionally, you can include Preferred Name, Contact Number and Computer name if applicable


### WhatsApp – 01902 936098

You can contact us through WhatsApp for support. Use [this link](https://wa.me/4401902936098) to go straight there (Download may be required if not installed on the device)

<https://wa.me/4401902936098>

# Access Support Directly from your Computer



In the bottom right of your screen, you'll find the system tray. right-click the  icon (It may have to look for it in the ^ section), you will see the following options (As in the picture above):

## New Ticket

- Opens a window where you can quickly report details of your issue

## Start a Live Chat

- Starts a chat with our team. An efficient method of contact

## Book a Support Slot

- Need help but not quite ready? Use this to pick a time and include details.

## Email Support:

- Opens outlook/mail so you can submit your support request via email

## Call Support

- Will dial our number using your machines default phone app (Like: Microsoft Teams, Skype or Swyx). This may not have been configured for your company.

## Support Portal

- Use your login to create/view your tickets and other account related activity

## Support Hub

- Links to our support hub. The final page in this document will explain how to use this.

## **Printer Stop / Start Service**

- Sometimes when your printer fails there is a simple fix that requires admin privileges. So hopefully you can fix your issue by first stopping and then starting the printer service using these handy buttons.

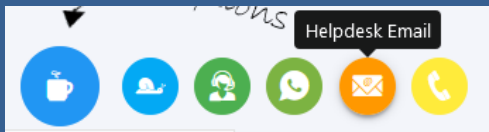
**If you do not see the ITCONSEC icon in your system tray. Please call/email us and we will resolve this issue.**

## Access Support from our Website



The screenshot above is of our website – [itconsec.com](http://itconsec.com)

In the bottom left you will see a coffee mug. Hover over this and you will see these options: Hovering over the options will give you more options



### Snail Picture - Screenconnect

- We will use this to remotely connect to your PC in some cases.

### Agent – Support Portal

- This will take you to your support portal. Where you can login to create/view tickets.

### WhatsApp

- You will be directed to WhatsApp web to chat with us through there. You may use your mobile instead

**Email** – Redirects to Outlook for email support

**Phone** – Phone support

## Tickets on our website

On the tickets page, there are a few options for managing tickets and creating appointments.

Click the relevant heading to open:

ITCONSEC Home Services Contact Tickets Downloads

Home / Tickets

### Your Portal

Sign in using ticket number and last name: [\(Click here for Username and Password login\)](#)

Ticket Number:

Ticket #

Last Name:

Last Name

SIGN IN

New Ticket

Existing Ticket Lookup

Bookings

### Your Portal:

- View mode using one of your ticket numbers and your last name. Alternatively click the link for the login page

### New Ticket:

- Enter your Full name, phone and email. You'll then be redirected to fill in details of your issue

### Existing Ticket:

- Enter the ticket number and your surname to view one of your existing tickets

### Your Portal:

- View mode using one of your ticket numbers and your last name. Alternatively click the link for the login page

# Book appointments with us

Please click an available time.

ITCONSEC Ltd. is in time zone: London and the current local time is 28 July, 2020 13:12

TUE 28-07-2020	WED 29-07-2020	THU 30-07-2020	FRI 31-07-2020	SAT 01-08-2020	SUN 02-08-2020	MON 03-08-2020	Next
09:30	09:30	09:30	09:30	09:30	09:30	09:30	
09:55	09:55	09:55	09:55	09:55	09:55	09:55	
10:20	10:20	10:20	10:20	10:20	10:20	10:20	
10:45	10:45	10:45	10:45	10:45	10:45	10:45	
11:10	11:10	11:10	11:10	11:10	11:10	11:10	
11:35	11:35	11:35	11:35	11:35	11:35	11:35	
12:00	12:00	12:00	12:00	12:00	12:00	12:00	
12:25	12:25	12:25	12:25	12:25	12:25	12:25	
12:50	12:50	12:50	12:50	12:50	12:50	12:50	
13:15	13:15	13:15	13:15	13:15	13:15	13:15	
13:40	13:40	13:40	13:40	13:40	13:40	13:40	
14:05	14:05	14:05	14:05	14:05	14:05	14:05	
14:30	14:30	14:30	14:30	14:30	14:30	14:30	
14:55	14:55	14:55	14:55	14:55	14:55	14:55	
15:20	15:20	15:20	15:20	15:20	15:20	15:20	
15:45	15:45	15:45	15:45	15:45	15:45	15:45	
16:10	16:10	16:10	16:10	16:10	16:10	16:10	
16:35	16:35	16:35	16:35	16:35	16:35	16:35	

Select your preferred time: Green times are available. If you require a time outside of this, please send an email to helpdesk with your time and we'll respond if it's possible to accommodate you

Great, we've got you down for 29 July, 2020 09:30, just complete this form and you are all set.

\* First name

\* Last name

Phone

Email

[Book It](#)

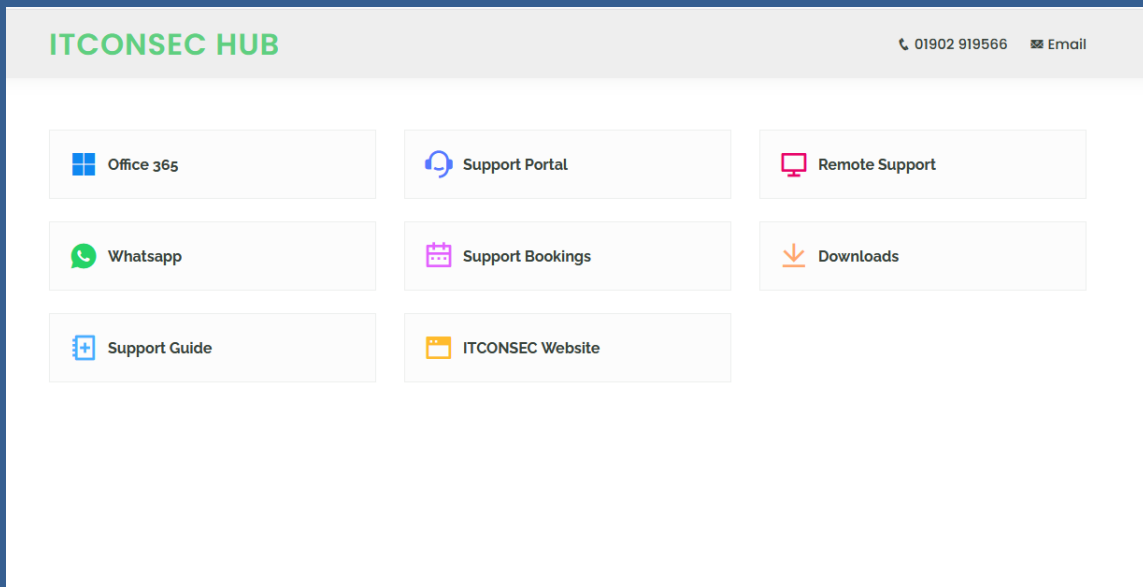
Select your time and we'll remind you of your appointment via email sometime before your appointment.

Remember, we can always rearrange to fit your schedule.

You can find bookings on the Itconsec website or the supportnow.uk hub

# SupportNow.UK

## A Quick Access Support Hub



Supportnow.uk opens to the page above. For now all the buttons/text are links to the relevant feature. For example, clicking support guide will open a PDF of this document.

Additionally, we added a link to office 365 online for convenience

It's worth noting that these buttons may rearrange in future as we expand the available options.