

FORTIFY HELPDESK GUIDELINES

Our Helpdesk Team will be happy to assist you with all of your technology. Here are some suggestions and tips for when you contact our Helpdesk:

- Report any issues that occur within your network (servers, firewall, workstations, etc.)
- Any user within your office may contact Fortify directly; support requests do not need to be funnelled through specific team members
- Fortify will remotely triage and troubleshoot your support request accordingly; if it is determined that onsite service is required to resolve the issue, the client will be notified and appropriate arrangements will be made for a Network Professional to be dispatched onsite
- If the issue is related to a 'how-to' question regarding the use of your Line-of-Business application (i.e. all non-Microsoft software), please consult the support team for that particular application
- If the issue is related to an error or problem with your Line-of-Business application, and Fortify is unable to resolve, we will coordinate and engage with the software vendor of that application
- If the issue warrants further approval based on permission level, billable rates, etc., our Helpdesk Team may be required to reach out to the main contact/approver of your organization before proceeding with the request

If at anytime you are unsure who to contact, you may forward your request to helpdesk@fortify.ca and our team will ensure that your request gets to the right place.