



Network Solutions Inc.

Contacting Fortify Network Solutions for Support

In the event that you require Support services, the following information will provide you with contact coordinates as well as helpful guidelines for how to submit a request for Support:

Support Service Hours:

Helpdesk Support is available Monday through Friday (excluding Statutory Holidays) from 7:30am until 5:00pm (EST).

After Hours Emergency Support is also available on weekends, Statutory Holidays and until 11pm during weekdays. Please be advised that After Hours Premium rates will apply as outlined in your Support Services Agreement.

Contact Coordinates:

- Email – Helpdesk@fortify.ca – When you email Fortify at the email address above, a ticket will be automatically generated and a confirmation email will be sent back to the User as well as the Main Contact for your organization.
- Telephone – 1.866.435.7717 (option #3 or Extension #300) – when you reach the Helpdesk Auto-attendant, you will be provided with an option for “Emergency Support.” ***Please note*** this is for instances that are sever-related and/or impact a significant portion of your users and systems.
- Client Support Portal – <http://support.fortify.ca> – once you have been provided your own personal access to our Client Support Portal, you may create a ticket and update or review existing tickets. To request access to our Client Portal, send an email to our Helpdesk or click [HERE](#).
- After Hours Support – 1.866.435.7717 (option #1) or Directly at 416-709-4357 (***After Hours rates will apply***)

Support Request Guidelines:

When submitting requests for Support (either via email or telephone), if you have additional information related to this issue, it will help us resolve or process more quickly! Please include the following information if applicable:

1. User & Contact Details -- If the user affected is different than yourself (person logging the Ticket), please provide the user's name and contact details (i.e. phone number, extension, email address, etc...).
2. Application name -- If the issue is related to a software application, please identify the name of the application.
3. Error message -- Detailed error message or other messages received if applicable.
4. More details -- Details of what the user was doing at the time and/or the steps taken to reproduce the issue.
5. Screen shots -- Screen shots of your screen and/or error message. You can take a screen shot by pressing the PrtScn button on your keyboard (top of keyboard above the arrow keys) and simply "Paste" into an email.



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Fortify Helpdesk Support Ticketing System

In order to accurately record and track any and all incidents for our customers, we have a Ticketing System that logs all incidents reported to Fortify.

A ticket may be generated in our system in the following manners:

1. Phone Call: Manually by our Team when we receive a phone call or are made aware of an incident in some other manner.

To ensure that ALL incidents reported to Fortify's Helpdesk are prioritized appropriately, when callers contact our Helpdesk, their call will be registered as a ticket with as much detail as possible. Their ticket will be immediately triaged and assigned a priority based on the severity of the issue. The ticket will then be assigned to a Network Professional accordingly. The Team Member answering the call will not necessarily be the person addressing the reported incident nor is it guaranteed that the incident will be addressed at the time of the call. If it is urgent or an emergency, the appropriate priority will be assigned and immediate action taken.

2. Email: Automatically when an email is sent to Helpdesk@fortify.ca; and/or
3. Client Support Portal – once you have been provided your own personal access to our Client Support Portal, you may create a ticket and update or review existing tickets. To request access to our Client Portal, send an email to our Helpdesk or click [HERE](#).
4. Network Monitoring: Automatically when an Alert is generated by our Network Monitoring system;

When a ticket is generated, an email notification can be sent to the user reporting the incident which confirms the Ticket number, the incident as it is reported, as well as other details and notes that may have been entered on the ticket related to the incident or communications related to the incident.

All replies to any notification emails (*which have the ticket number in the subject*) will automatically be appended to the existing ticket. In all instances that an email is sent to Helpdesk@fortify.ca with "Ticket #999999" (*without quotes and where 999999 = your individual ticket number*) in the Subject field, that email will be appended to the existing Ticket and the assigned Resource(s) will be notified.

If you have already submitted a ticket to helpdesk and are wondering what to do next, click on the following URL: <https://helpdesk.fortify.ca/WhatToDoNext.html>