



Need IT Support?

Call 833-706-4513

CTG technicians are standing by 24/7 to help you get a fast resolution.

Multiple Ways To Call



- **Dial Direct:** 833-706-4513
- **Call eHealth Technologies headquarters:** 877-344-8999 or 585-242-1000. Select menu option 4, IT Department, to be auto-connected to the CTG Help Desk.
- **Speed Dial:** Operations employees on Five9, enter “CTG.”



IT Support Escalation Path

Step 1

Contact the Help Desk

- Whenever you need IT Support, the first step is to call **833-706-4513**.
- You can expect an email acknowledging that a ticket number has been created to address the issue you reported.
- When you have an urgent issue, follow the escalation instructions below.

Step 2

Escalate Urgent Needs

What To Escalate

- Critical issues that impact more than 1 user.
- Issues that impact productivity for a full 8-hour workday.

<i>When to Escalate</i>	<i>How to Escalate</i>	<i>Who to Contact</i>
After 1 hour	CHECK STATUS Reply to email acknowledgement from Help Desk (use same subject line) to seek an update.	CTG Help Desk
After 4 hours	LEVEL 1 ESCALATION If no response or resolution, forward your follow-up email to Kathy Barker (use same subject line).	Kathleen.Barker@ctg.com
After 8 hours	LEVEL 2 ESCALATION If no response or resolution, forward your follow-up email to VP James Norman (use same subject line).	James.Norman@eHealthTechnologies.com
After 24 hours	LEVEL 3 ESCALATION If no response or resolution, forward your follow-up email to CEO Jeff Markin (use same subject line).	Jeff.Markin@eHealthTechnologies.com