



# Need IT Support?

## Call 1-877-344-8999 Option 4

### Ways To Connect



- Call the phone number above Monday - Friday, 7:00 a.m. - 8:00 p.m. EST.
- Send an email to [helpdesk@ehealthtechnologies.com](mailto:helpdesk@ehealthtechnologies.com)

# IT Support Escalation Path

## Step 1

### Contact the Help Desk

- Whenever you need IT Support, the first step is to call 877-344-8999 option 4.
- 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	<b>CHECK STATUS</b> Reply to email acknowledgement from Help Desk (use same subject line) to seek an update.	Help Desk
After 4 hours	<b>LEVEL 1 ESCALATION</b> If no response or resolution, forward your follow-up email to Steven Helbig (use same subject line).	Steven.Helbig@eHealthTechnologies.com
After 8 hours	<b>LEVEL 2 ESCALATION</b> If no response or resolution, forward your follow-up email to Christopher Deem (use same subject line).	Christopher.Deem@eHealthTechnologies.com
After 24 hours	<b>LEVEL 3 ESCALATION</b> If no response or resolution, forward your follow-up email to Sean Ways (use same subject line).	Sean.Ways@eHealthTechnologies.com