

Support Procedures and Services



As a new customer to UNG – Welcome aboard!

Please provide the following information to the designated Point of Contact. Having a limited number of people that can create tickets provides continuity and prevents unauthorized changes.

If something isn't working the way you expect it to – Let us know.

There are three ways to get support from UNG:



Call Us Directly:

Spartanburg: 864-278-0202

Charleston: 843-725-0303

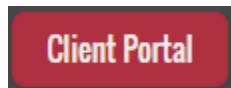
Toll Free: 888-808-8233

- If a call is missed during business hours, or if a call is received after business hours, our answering service will take your information and forward it to UNG.
- **In the case of a critical issue, always call.**

Create a Ticket Online



- <https://ww3.autotask.net/ClientPortal/Login.aspx?ci=2536>
- Or go to <http://unginc.com> and click on the "Contact Us" tab, then click on



You may want to book mark this page for easy access in the future.

- If you do not have a Client Portal login, or do not know your user name or password, please let us know, and we can create a login for you.
- While online it is also easy to see any updates to other open tickets – (If you see a status marked as 'Working' that means someone is working on the issue that moment.)

Email - support@unginc.com



- This mailbox is monitored during business hours. **Please do not email for critical issues. Call or use the client portal for critical or time sensitive issues.**
- We recommend never emailing a technician directly as they may be out of the office or assigned to a project when your email is sent – Using **support@unginc.com** helps ensure the NEXT available technician will be there to help.

Technology Information

Always log off your machine every night – but leave it on.



UNG will be performing support operations on your machine in the off hours.

Leaving your computer on when you go home helps our staff do several things. First, we will keep your machine running at an optimal performance with scheduled maintenance routines. Next, we will update all the things that should be updated so they aren't a distraction for you during the day. This includes Microsoft patches, Office patches, and antivirus updates. We will also reboot your PCs after hours. This is required for many security patches. **Please be sure you save your work and log off your PC every day before you go home.**

If your PC is off or still logged in during the maintenance window, or there are many security patches released at one time, you may receive a reboot prompt. If you do receive a reboot prompt, please reboot when it is convenient for you. If you are in the middle of something, you don't need to reboot immediately. Finish your work and reboot at the next opportunity.

Other Services – To Help Everyone



Data Backup – Restore

Most files can be restored with just a quick phone call, so if something is 'GONE?' please don't hesitate to call. Please be sure to store files on the correct network share. Files stored on your local PC are not backed up.

Spam Filter

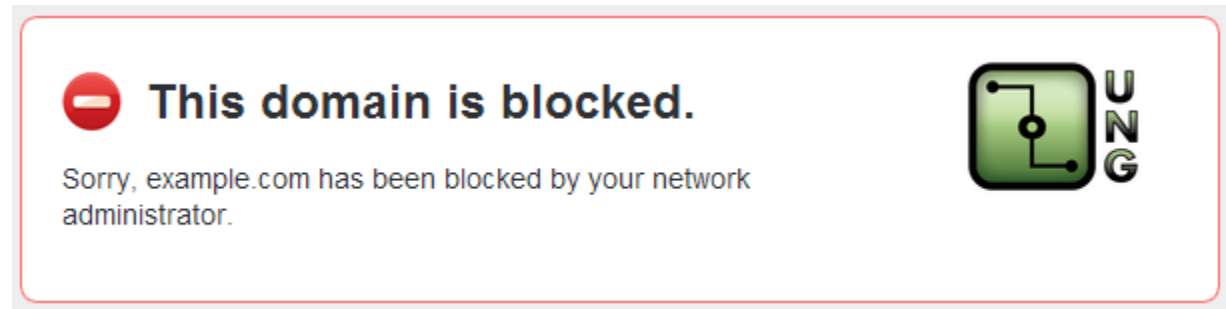
Barracuda Email Security Service is UNG's hosted SPAM solution. Each user will receive a welcome letter from *Barracuda* with login instructions.

Messages that may be considered spam by our spam service will be forwarded to you daily in the form of a Daily Quarantine Report. However, you can always check your spam quarantine anytime by going to <https://ess.barracudanetworks.com>


If you need any assistance with email security, please let us know. We will be glad to help you fine tune this process. We can also send you a comprehensive User Guide.

Cloud Security

UNG provides a Cloud Security solution in addition to desktop anti-virus. If you see a block message like the message below, the site you were attempting to access has been determined unsafe. If you believe you have reached this in error, please let us know. We will research the site and provide you with feedback on the current security status.



Desktop Anti-virus

UNG provides a managed desktop Anti-virus solution. Once installed, you will see a new icon in your system tray that looks like this: 

Remote Access

UNG will be installing Remote Monitoring and Management software to allow us to monitor, update, and remote control your system when needed. When you request support, we will confirm with you before accessing your machine.

PC Identification

Within a few days you may also notice new information displayed in the lower right corner of your screen. This will help users identify their machine when requesting support:

Host Name	WKS-DDUNN
User	ddunn
Up Time	15 hrs, 30 mins
IP Address	10.190.106.94