



How to Contact the Cantey Tech Consulting / Upstate (UNG) Service Desk

Normal Working Hours *(8:00AM to 5:00PM EST, Monday-Friday)*

Diocese of Charleston is on their **yellow team** for support.

For normal working hours please send support requests to one of the three resources listed below. Phone calls are given the highest priority; so, for urgent items, please call the number below. Please note that Mondays and Tuesdays, 9:00-11:00am EST experience the highest call volume and hold times may be slightly longer.

- Phone: (864) 278-0202 (fastest response, highest priority)
- Email: help@canteytech.com (typical response time is within 24 hours)

After Hours Support *(5:00PM to 8:00AM EST, Monday-Friday, All day Saturday-Sunday, & Major Holidays)*

For after-hours support, please call our main line at (864) 278-0202 and follow the directions from the phone system prompts to reach our on-call technician.

Tips when creating/submitting tickets via email or client portal

- The more detail you can provide in the ticket/subject line, the faster we can provide a solution.
 - Examples: **Good:** "Computer is slow", **Great:** "Computer is slow when working in Word"
- Details in the body of the ticket/email are a great place to let us know information. The more details the better. Examples include:
 - When did the issue start?
 - How many people are affected?
 - Does this impact a critical or time sensitive business process?
 - What is the exact error message?
 - What were you doing and/or what programs were being used when you got the error?
 - Is there any info about your availability we need to know in case we need to contact you?
- When replying to an email from our service desk about an existing ticket please add the ticket number in the email subject line. The easiest way to do this is to reply to the email you receive when the service ticket is opened or closed.
- To ensure the most efficient service, submit a detailed ticket via email/portal. After receiving a ticket number, call the Service Desk and reference the ticket number.

Notification Emails

- You will be notified when a ticket is created and when a ticket is completed.