



Getting Support

For all service requests please contact our support center at:

Web portal: www.ipconnectx.ca/support

eMail: support@IPConnectX.ca

Phone: 416 477 5929 option 2

Our standard support hours are Monday - Friday 09:00AM - 05:00PM EST after hours support is available. In case of afterhours emergencies please call the number above and leave a detailed message in the support mailbox. Our on-call tech will call you back within 60min.

When calling support please have the following ready:

- ü Account name
- ü Location identification or address
- ü Detailed problem description
- ü Authorized person
- ü Your cell phone number

Specific account details:

Account name

Location identification or address

Authorized person

Account Manager

Escalation Manager

Opening support ticket on-line

Web portal: www.ipconnectx.ca/support

IPConnectX Help Desk

[IPConnectX Support](#) > [IPConnectX Help Desk](#)

Hello, how can we help?



Submit a ticket

Submit a new issue to a department



View existing tickets

View tickets you submitted in the past

NEW TICKET

Click on new ticket to open a new support ticket. The next screen will ask you to pick the support category. If you are not sure, pick general.

IPConnectX Help Desk

[IPConnectX Support](#) > [IPConnectX Help Desk](#) > [Submit a ticket](#)

What can we help you with?



General



3CX



Office365



Deskside Software



Deskside Hardware



Internet Connectivity



Server Software



Server Hardware



Deskside Configuration



Server Configuration



Submit a Support Request

Required fields are marked with *

Name: *

← Company name

Email: *

← Email of the person who will be receiving on-going updates on the ticket.

Confirm Email: *

Priority: *  Low ▼

← Priority: low/Medium or High (Critical priority can only be assigned by calling into our support

Subject: *

Message: *

Attachments:

No file chosen

No file chosen

← Attach support file(s) if needed

Maximum 2 attachments 

SPAM Prevention

1 2 0 5 3

Type the number you see in the picture below. * 

Before submitting please make sure of the following:

All necessary information has been filled out.

All information is correct and error-free.

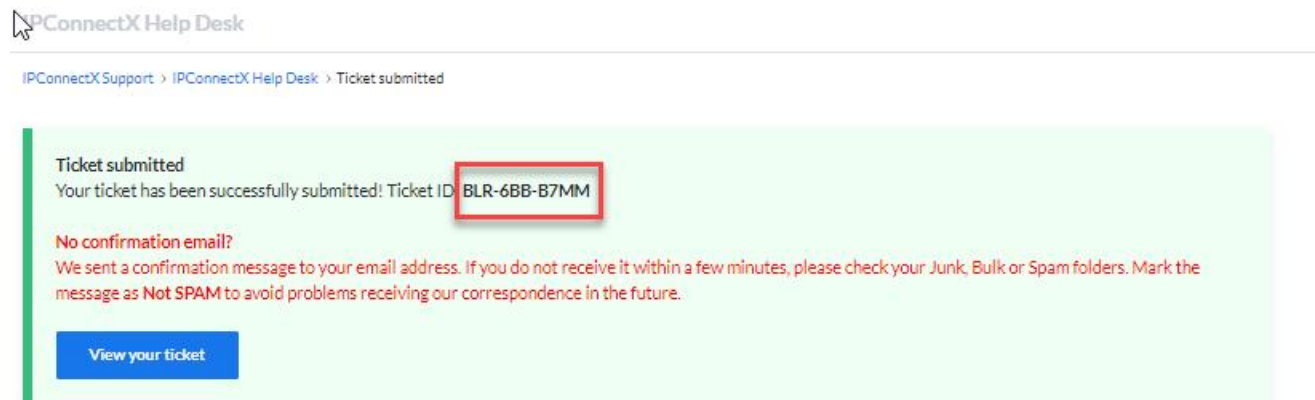
We have:

142.112.13.162 recorded as your IP Address

recorded the time of your submission

Submit Ticket

Once you click “submit ticket” you should see a confirmation that the ticket was entered into our system and you will be given a ticket number. You will need this ticket number to check the status and update the ticket.



IPConnectX Help Desk

IPConnectX Support > IPConnectX Help Desk > Ticket submitted

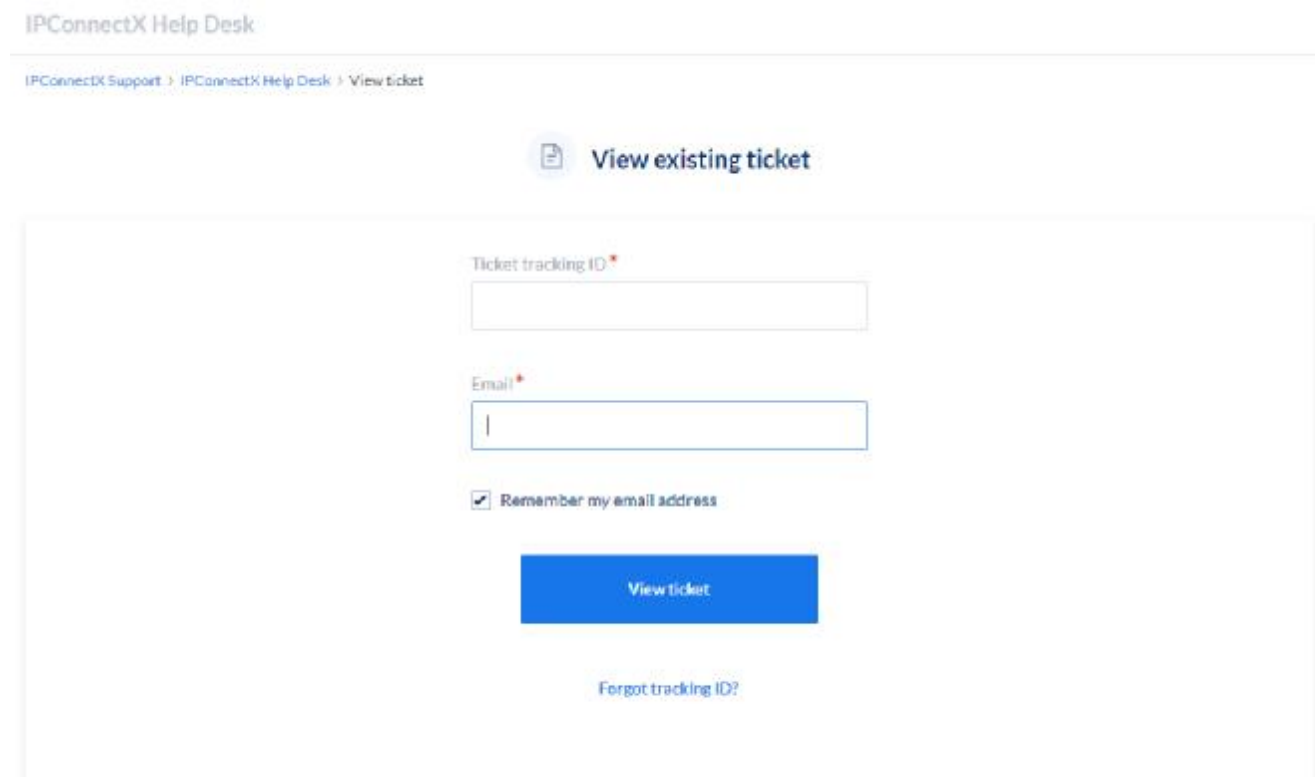
Ticket submitted
Your ticket has been successfully submitted! Ticket ID: **BLR-6BB-B7MM**

No confirmation email?
We sent a confirmation message to your email address. If you do not receive it within a few minutes, please check your Junk, Bulk or Spam folders. Mark the message as **Not SPAM** to avoid problems receiving our correspondence in the future.

[View your ticket](#)


EXISTING TICKET

If you have an existing ticket you will need to enter it and the email address you entered when you created the ticket to access it.



IPConnectX Help Desk

IPConnectX Support > IPConnectX Help Desk > View ticket

 **View existing ticket**

Ticket tracking ID *

Email *

☒ Remember my email address

[View ticket](#)

[Forgot tracking ID?](#)

If you are not sure what is your ticket number and/or the email address the ticket was opened under, please email support@ipconnectx.ca and we will gladly send you the information.

When you enter the ticket view, you will be able to get the most up to date information and communicate with our technician working on your case.

IPConnectX Help Desk

IPConnectX Support > IPConnectX Help Desk > Your ticket

test
Name: test Email: test@usa.net 2020-08-10 17:40:55
test

Ticket Details [Refresh this page](#)
Tracking ID: BLR-6BB-B7MM
Ticket number: 21
Ticket status: Replied
[Mark as Resolved]
Created on: 2020-08-10 17:40:55
Updated: 2020-08-10 17:51:53
Last repplier: Alex Bichuch
Category: Office365
Replies: 1
Priority: ☒ Low

Reply by **Alex Bichuch** » 2020-08-10 17:51:53
reply

Alex Bichuch MBA, CISSP
Managing Partner
P: 416 477 5929 ext 205
E: alex@IPConnectX.ca
W: www.IPConnectX.ca
Was this reply helpful? [Yes](#) | [No](#)

Add reply
Message*

Attachments No file chosen
 No file chosen
Maximum 2 attachments ⓘ

Let us know if we are on the right track!

You can add your comments here

If you prefer, you can always pickup the phone and connect with our technician.

On behalf of the entire IPConnectX team, we look forward to serving all your technical needs. If you have an issue with our service, please tell us. If you like our service, please tell your friends!