



## Getting Support

For all service requests please contact our support center at:

Web portal: [www.ipconnectx.ca/support](http://www.ipconnectx.ca/support)

eMail: [support@IPConnectX.ca](mailto: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

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# Opening support ticket on-line

Web portal: [www.ipconnectx.ca/support](http://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:**

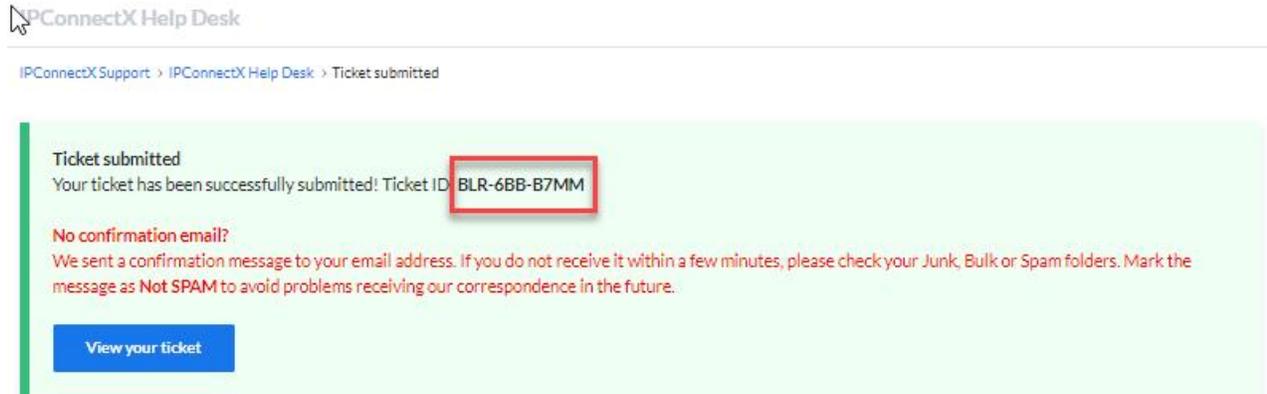
All necessary information has been filled out.  
All information is correct and error-free.

**We have:**

142.112.13.162 recorded as your IP Address  
recorded the time of your submission

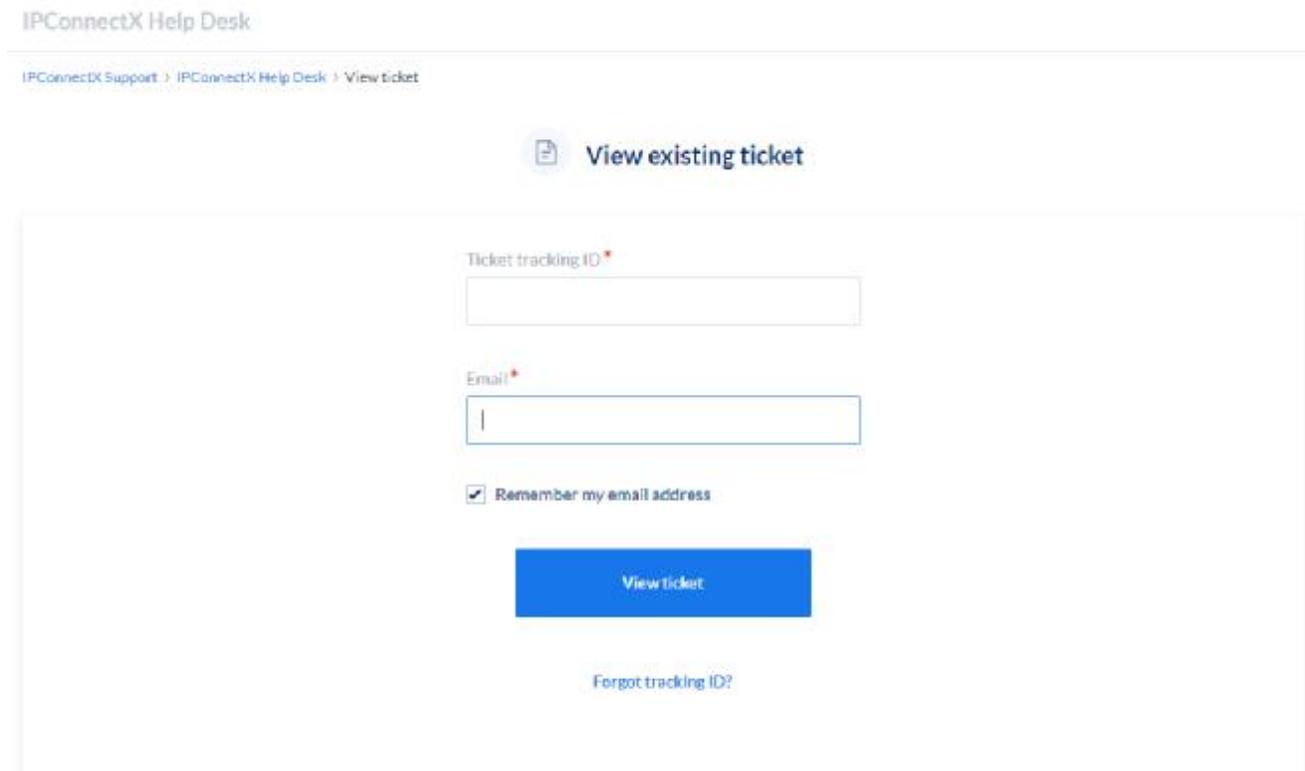
Submit Ticket

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.



## 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.



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](mailto: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

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

reply

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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 ⓘ

**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 replier: Alex Bichuch

Category: Office365

Replies: 1

Priority:  Low

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!