

## SECURENET MSP CLIENT CONTACT GUIDE

Access Requests require **Point of Contact (POC) approval**. We recommend the POC to submit Access / Security related requests.

### Priorities Definition

**Low:** Does not affect a user.

**Normal:** Does not affect a user if resolved within 5 days.

**High:** One user is unable to work.

**Critical:** Multiple users unable to work.

### Emergency Requests

- **How to Submit:** Add "Urgent," "911," or "Emergency" to the subject line for emails to [helpdesk@securenetmsp.com](mailto:helpdesk@securenetmsp.com) or use the SecureNet MSP Portal <https://members.securenetmsp.com>. You can also call **305-680-3122**.
- **Emergency Response Times:**

Operation Hours	Remote Response	Onsite Response
M-F 7AM – 6PM	15 Min	75 min
Sat & Sun 9AM – 5PM	30 – 60 min	2 - 3 hrs
After Business Hours	2 – 3 hrs	3 – 4 hrs

### Normal Requests

- **How to Submit:** Email [helpdesk@securenetmsp.com](mailto:helpdesk@securenetmsp.com) or use the SecureNet MSP Portal <https://members.securenetmsp.com>
- **Normal Request Response Times:**

Operation Hours	Remote Response	Onsite Response
M-F 7AM – 6PM	2 hrs	8 hrs
Sat & Sun 9AM – 5PM	3 hrs	Next Day
After Business Hours	Next Day	Next Day
Holidays	Closed	Next Day

### THE FOLLOWING ARE DIFFERENT WAYS FOR YOU TO SUBMIT A REQUEST

1. Email [helpdesk@securenetmsp.com](mailto:helpdesk@securenetmsp.com) with the following details: Affected User and Mobile #. Screenshot or Video of issue. When did the issue start? Can we connect remotely? First time with issue?
2. BMS – Login to BMS and create the ticket from here. You can select the Template and fill out the description field with the details just like in the online form. Email [helpdesk@securenetmsp.com](mailto:helpdesk@securenetmsp.com) for your BMS account to be created.
3. Online Form – Use the online form located at <https://members.securenetmsp.com>, you'll receive an auto reply from the web form, and then we will create the ticket.

### EXAMPLES OF PRIORITY

1. The Internet is down (Emergency).
  - a. Call 305-680-3122 and explain that this is an emergency. An engineer will pick up and will start troubleshooting issue immediately.
  - b. If no one picks up, call and text your Account Manager and cc by text 786-254-1674. Please make sure to mention that this is an emergency.
2. Troubleshoot issue with laptop not turning on.
  - a. Call, Email or Text us the info. Let us know the desired resolution time.

### SLA DETAILS

Our SLA is stated above if you consider it an emergency. If the request is not an emergency simply inform us of the desired resolution date and time. If you have any questions or concerns, please let us know by emailing your account manager.