



HOW TO REQUEST IT SUPPORT

BUSINESS CRITICAL

Call **501-244-3777**.
If we don't answer your call, please leave a voicemail and a ticket will be created on your behalf automatically.

BUSINESS CRITICAL AFTER HOURS SUPPORT

Call **501-244-3777** and select **option 2**.
The call will route to the on-call tech.

NON BUSINESS CRITICAL

Option 1

Create a ticket by **Right Clicking** on the **Xccelero IT Offense icon** located on the Task Bar for PCs or the Finder for Macs. Select **Request IT Support**, fill out the form, and then click **Send**.



Option 2

Create a ticket by emailing **wecanhelp@xccelero.com** with a brief description of your request and your contact number.