



# PREMIERCARE

## Quick User Guide

### How do I get help?

Assistance can be requested in the following ways:



#### Email

Send an email to:  
[helpdesk@premiertech.com.au](mailto:helpdesk@premiertech.com.au)



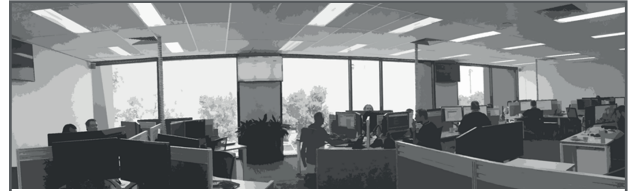
#### Phone

Call us on:  
**1300 76 76 48 (Option 1)**



#### Agent

Click on the 'P':  
Located in your **system tray**



### Premier Technology Solutions

18 Business Park Drive, Notting Hill. VIC 3168

P: **1300 76 76 48**  
F: **1300 76 76 49**  
W: **premiertech.com.au**

#### Technical Support:

[helpdesk@premiertech.com.au](mailto:helpdesk@premiertech.com.au)

#### Accounts:

[accounts@premiertech.com.au](mailto:accounts@premiertech.com.au)

#### Sales:

[sales@premiertech.com.au](mailto:sales@premiertech.com.au)

#### General Enquiries:

Your vCIO will act as a primary point of contact for all general enquiries and/or escalations. Alternatively, email [info@premiertech.com.au](mailto:info@premiertech.com.au)

### If you need help, be sure to tell us:

- What is the problem / What do you need?
- Who is affected?
- What is the impact?
- Any other information:
  - Is this only happening in certain situations?
  - Are you only available at specific times?

**The more we know, the faster we can help!**

### We love feedback!

At the bottom of every ticket and email you will find the following faces waiting for you to click them to give us instant feedback on our service!



### Hours of Operation:

Monday- Friday 8.30am to 5pm  
(AEST- Public Holidays Excluded)

**Your agreement includes unlimited remote & onsite support during business hours!**

### Emergency Support:

24/7 Support by **Phone** only.  
(Follow the prompts- Additional charges apply)

Forward thinking. **Delivered today**

P 1300 76 76 48  
F 1300 76 76 49  
[premiertech.com.au](http://premiertech.com.au)

**PREMIER**  
Technology Solutions