



SUPPORT GUIDE

Opening Hours

Monday - Friday 8.00am to 7.00pm

Saturdays 9.00 to 2.00pm (limited support)

Quick Guide

Email

helpdesk@oosha.co.uk

Chat

<https://euchat.myconnectwise.net/customer/partnerId/5840925b62009c1c0bac4f78?n=1&q=Help%20Desk>

Phone

01902 394601

Client Portal

https://eu.myconnectwise.net/v2017_1/services/system_io/customerportal/portal.html?company=oosha&locale=en_GB#LoginPagePlace:LOGOUT

Long Guide

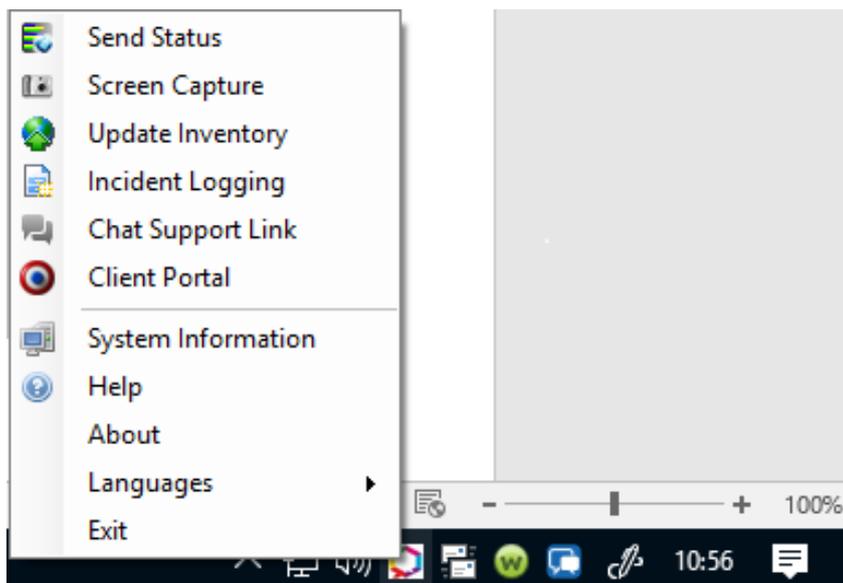
Email

To automatically create a ticket with our team, please email helpdesk@oosha.co.uk. This will autoreply with your ticket number and, if raised during opening hours, will be picked up by the live support team. It is important to reply to any support emails without altering the subject line, as doing so will raise a new ticket rather than modifying the original ticket. Please do not email new cases directly to engineers' individual email addresses as any such request cannot be guaranteed to be raised.

Please note emails addressed to support@oosha.co.uk will not automatically raise a ticket and as such could cause a delay in resolving your issue.

Chat

Opening a chat session will automatically raise a ticket and is usually the quickest way of getting support. To open a session, click the support icon in the system tray at the bottom right of your main display. If you can't see the icon, click the upward arrow which will reveal your hidden icons. Click 'chat support link', which will open up the chat portal. You will then be provided with instructions to initiate a support chat.



Alternatively, you can visit our support page at www.oosharemote.co.uk. There is a button located in the top right called 'chat to one of our technicians'.

Phone Support

For urgent requests, we recommend calling our support team on **01902 394601**. Our phones are manned between 8.00am and 7.00pm on weekdays, and 9.00am and 2.00pm on Saturdays. For customers with extended hours support, an answering service will pick up your calls outside of these times. For customers without extended hours support, your call will automatically register an email with the support team and your issue will be dealt with in normal opening hours.

If you wish to make a password change request, please send an email from yourself or an approved person before calling Oosha. This will help to speed up the process.

Please note our support service is live, and as such there can occasionally be a short queue. However, be assured the average wait time is less than two minutes.

Client Portal

The client portal is an effective method of raising and monitoring tickets in real time. For clients with multiple open tickets or who wish to refer back to previous tickets, this is particularly ideal. You can access the client portal at www.oosharemote.co.uk by clicking 'raise a ticket in the client portal' in the top right corner. As with chat, you can also access the client portal directly via the support icon in your system tray, located on the bottom right of your main display. You should already have a password for the client portal. If you've forgotten it or haven't received one, please email support@oosha.co.uk with PORTAL REQUEST as the subject line.

Once logged in, click 'create ticket' to log your issue. Alternatively, clicking on the 'tickets' tab will allow you to create tickets and view existing ones. The 'Knowledge Base' tab contains articles that pertain to your organisation, which will help resolve problems more quickly based on your experience. If you are a manager or administrator, we can raise your security clearance upon request. This will enable you to see tickets raised by other users within your organisation and follow projects you may have with us more closely.