

# 3 WAYS to Request Support from CISO Global SMS



## Call

Use this method for emergencies and for the quickest response

**815-880-8324**



## Email

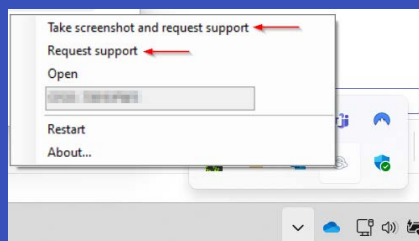
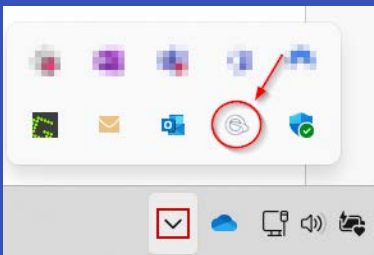
Use this method for non-emergencies

[servicedesk@ciso.inc](mailto:servicedesk@ciso.inc)



## Your PC

1. Right-click on the CISO Global icon in your System Tray (you may have to expand the tray using the arrow button to see all your tray icons)
2. Choose to request support either with or without taking a screenshot of your screen
3. Fill out the form and click Submit.



The screenshot shows a web form titled "Support Request" with the CISO GLOBAL logo and the tagline "Cyber Solutions Today for a Secure Tomorrow". The form includes the following fields and options:

- Summary of the issue \*
- Tell us about the issue \*
- Who is impacted? (Radio buttons: Only me, Don't know, Others, Company)
- Your name \*
- Your email \*
- Your phone number \*
- Screenshot (Optional) with a "Choose File" button and a note: "Maximum of 2 images allowed (Max 5 MB per file)"
- Submit button



# HOURS of Operation & After Hours Support

Service desk hours are 8 a.m. to 8 p.m. Eastern Standard Time (EST), Monday-Friday. Standard support is available during regular service desk hours.

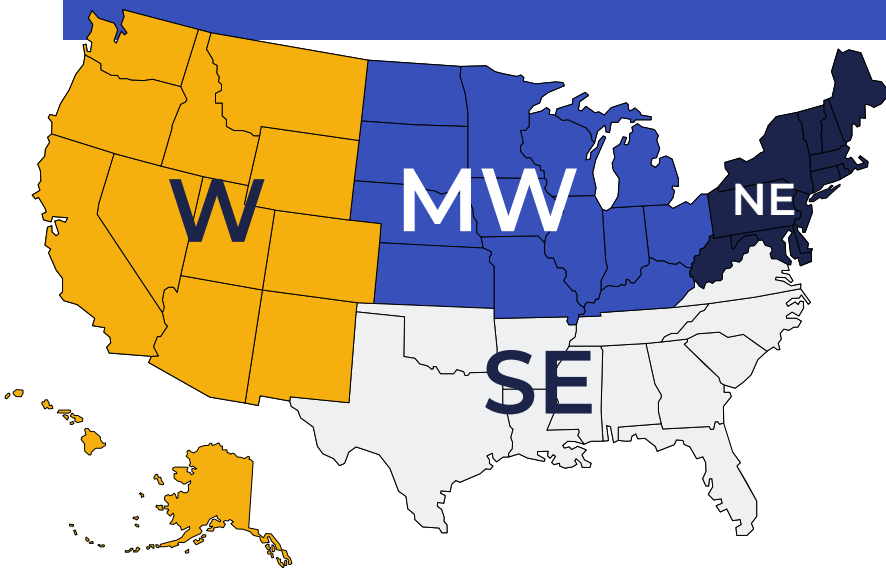
The **After-Hours Support Team** is available for emergency calls after 8p.m. EST. Users can press 4 for After-Hours support with an after-hours charge, press 6 to leave a voicemail, or wait until regular service hours to submit a ticket via email.

**Have a 24/7 agreement?** Standard support available regardless of the time.



## Service Desk Numbers by Territory

To reach the service desk by phone call **815-880-8324** and press the appropriate option to speak with a dedicated team in your company's territory:



**Press 1** for: **Mac queue**  
OR dial direct **815-649-1526**

**Press 2** for: **West**  
OR dial direct **623-473-9300**

**Press 3** for: **Midwest**  
OR dial direct **815-649-1518**

**Press 4** for: **Northeast**  
OR dial direct **609-619-8936**

**Press 5** for: **Southeast**  
OR dial direct **561-655-7011**

**Press 6** for: Not sure which territory you are in? **Press 6** to be routed to all available technicians.

- Our Service Desk support queue is our first line of communications to open a new service request or check status on an open request. If our Service Desk staff cannot resolve your issue in a timely manner, the service request will be escalated to your assigned service delivery team and scheduled upon SLA requirement.
- Please have your company and name available.
- If a technician is unavailable, it is critical to leave a voicemail. This will automatically generate a service request and the next available technician will respond.

