Support Information

Support - 0203 832 7010   **General Enquiries -** 0203 904 3464

support@QlicIT.com   www.QlicIT.com   supportme.it

FATAL
Contact Method: **Phone – 0203 832 7010**
Complete degradation – all users and critical functions are affected. Item or service are completely unavailable.

SEVERE
Contact Method: **Phone – 0203 832 7010**
Significant degradation – large number of users or critical functions affected.

MEDIUM
Contact Method: **Phone – 0203 832 7010**
Limited degradation – limited number of users or functions affected. Business processes can continue.

MINOR
Contact Method: **Email – support@qlicit.com**
Small degradation – few users or one user affected. Business processes can continue.

FACILITIES MANAGEMENT
Contact Method: **Online Forms**
New / Change / Remove User or Permissions Requests etc.

When calling, please have the following information available;

- ✓ Nature of the problem, including any error messages
- ✓ Your login username
- ✓ The computer name (if known)

New User / Remove User

To request new user's or to remove a user, we kindly ask that you complete the forms - forms.qlicit.com/newuser   OR   forms.qlicit.com/removeuser

Please Note

Authorisation for some request will need to be provided by senior management in writing

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