

GETTING HELP

What happens after hours and on weekends

How urgent issues are handled outside business hours, and what counts as urgent.

Tickets can be opened in this portal **24/7** — they're queued and picked up at the start of the next business day.

Genuinely can't-wait issues

For emergencies — the kind where the business is stopped or security is at risk — use our emergency phone line (on your welcome sheet and invoices). Typical examples:

- Suspected security breach, ransomware note, or a compromised account
- The whole office offline during your working hours
- A server or system that the business cannot run without

Not emergencies (we say it with love)

A printer, one person's email signature, or software questions can comfortably wait for morning — and opening a portal ticket tonight means it's first in line tomorrow.

If you're ever unsure whether something is urgent: call. We'd rather tell you "that can wait" than have you sit on a breach overnight.