

## Kia ora Marist College students & staff

### Need help with an ICT issue?

It's easy - just create a ticket by emailing your request to [ithelpdesk@maristcollege.school.nz](mailto:ithelpdesk@maristcollege.school.nz)

Please help us to help you by creating a short, concise description of the issue in the subject line eg. Issues printing from Word

Include as much supporting information as possible in the body of the email eg.

- What do you need help with?
- Any error messages you are getting (please include screenshots where possible)
- What impact your issue is having on you or others.

A ticket will be automatically created and you will receive an automated reply email. Your request will be placed into a queue for review by Michael Burke, the New Era technician for Marist College.

Michael is available Monday to Friday, 8:30am to 12:30pm.

Please note all tickets are prioritised on severity and impact. All actions taken by the technician will be recorded in the ticket and emailed back to you as an update.

If you need support outside of the above times, you can contact our Remote Service Desk. They will do their best to assist. For this Remote Service log a ticket with [support@neweratech.co.nz](mailto:support@neweratech.co.nz) and the email will be put in a queue for the next available remote technician. If it is urgent please phone for a priority response.

**0800 GET ICT (0800 438 428)**

Ngā mihi, The New Era Technology Team