

WTI Services Guide

Thanks for choosing Willits Technologies to support your IT Systems. The following information will help you understand how we provide these services and make you aware of other key things you need to know.

Support and Service Requests

We distinguish between Support Requests and Service Requests.

Support Requests are for problems with existing equipment and solutions that are not working properly. (When something goes wrong)

Service Requests are for new things that need to be done on your systems. Any request to Add, Remove or Change to something is considered a Service Request. Service Requests include:

- Adding a user or computer
- Changing permissions or access to data for users
- Installing new software or equipment.

We request that you notify us at least 48 hours prior to needing the Service Request to be completed. In general, Support Requests take priority over Service Requests.

Submitting Support and Service Requests

We use a ticketing system to track our work. All requests for Support or Service generate a new ticket or update an existing ticket. A Ticket Number will be assigned to each ticket.

Requests can be submitted in several ways:

- **Client Portal - Preferred** – This is the fastest way to submit and update tickets. See the Client Portal Section below for more info.
- **Email** – Emails sent to support@wti.cc will automatically go into our ticketing system. If there is no Ticket number in the subject line of the email, then a new Ticket will be created. If a ticket number is included in the subject line, that ticket will be updated, and the assigned technician notified. Please provide as much detail about the issue as possible in your email.
- **Phone** – Call 281-333-2505 and choose option 1 to call our support line. Our service coordinator attempts to answer as many calls as we can. They will gather as much info as they can about your issue and then create a ticket in our system with the proper routing.
 - Please note that the service coordinator is not a support technician and will not be able to resolve your issue.
 - If we are unable to answer your call, please leave a voicemail with as much detail about the issue as you can provide. All voicemails are automatically emailed into our ticketing system as a new ticket.

Please note: Please do not email a specific technician directly at their email address or extension. This will only delay our response because the technician will need to update the ticket with that information manually before they proceed.

Client Portal

The Client Portal provides everything you need to stay informed about your IT systems and manage your Support and Service Requests. It is the preferred way to submit and update your tickets.

All users can:

- View and Update their Own Tickets
- Submit new Support and Service Requests
- Find Training and support documents and videos

Company Admins also have the following:

- View and Update All Tickets
- View Microsoft 365 Licensing
- View all Computers and Users
- View Assessments and Recommendations from WTI
- View invoices and access our payment portal
- And much more...

The Client Portal can be accessed in several ways:

- Web – <https://portal.wti.cc> - Login by clicking on the Microsoft option and using your M365 username and password.
- Desktop App – The desktop App named “Willits Technologies Support Portal” is installed on each computer. The App can be accessed via a desktop icon or the system tray on the lower right corner of your screen by clicking on the white WTI with a red background.
- Teams App – If installed, you can access the Client Portal directly within the Teams App

After Hours Support

Support and Service are provided during standard business hours. However, we have an “On-Call” technician that will attempt to address Critical Support Requests received after hours. We do not commit to a response time for after-hours requests, but we can typically address most critical issues.

Computer Check-In, Updates, and Maintenance

Our system performs several automated updates on your computer systems as needed after hours. This includes installation of critical Microsoft Security Updates and basic maintenance and cleanup functions.

We recommend that you Log Out of or Lock (Widows Key + L) your computers each day but leave them powered on.

If you have spare computers or other computers that are only used occasionally, please be sure to power them on at least once a month for at least 2 or 3 days. This will allow for them to check-in

with our system and receive the updates they need. Computers that do not check in for more than 30 days may be removed or lose the ability to communicate with our management system.

Email Security

We have 2 email security solutions in place:

- Primary Email Security is provided by Barracuda. You will receive an email each day showing what messages were quarantined and can release these or add them to an allowed list. (Note: You will not receive a notification if there are no quarantined emails)
- Advanced Phishing Protection is provided by Mesh 365. Suspicious email will be sent to the Junk folder in Outlook in real time. You can add the email to the Safe Senders list via Outlook if needed.

Please Tell Us If You

- Travel out of the USA - Our security systems may lock your account if they see unexpected logins outside the USA
- Use a VPN service - Our security systems may lock your account if they see unexpected logins from a VPN
- Add or remove any IT related equipment
- Add any software to your systems