



Requesting IT Support

By Email

The easiest way to obtain technical support is by sending an email with a description of the problem to support@dt.net.au. The more detail you provide us, the quicker we can find a solution.

By DT Agent

To raise a ticket via the Portal:

1. Click on the Agent icon and choose "DT Support Portal..."
2. On the left hand side choose Ticketing and fill in the details (check your email address is correct)
3. Click the "Submit" button.

By DT Website

You can also submit a ticket by going to www.dt.net.au/support and filling in the online form.

By Phone

For **urgent** matters (or no email) you can call 07 3369 3777 and this will be forwarded onto one of our Technicians.

Response Times (SLA)

Note that response times are governed by the Service Level Agreement (SLA) in effect.

Software Updates (Patching):

If you have a Maintenance Agreement with us:

Desktop's

When: **Every Wednesday night after 6:00 PM.**

Note: Your computer must be left turned **ON** and user **logged out.**

The easiest way to do this is **RESTART** your computer **when you finish work.**

If the user is not logged, you will be repeatedly prompted to restart the next day.

Servers and NAS

When: **Every month on the 3rd Saturday after 2:00 PM.**

Note: All desktop computers onsite must be logged out by COB Friday to avoid errors.