


Customer Support Escalation List

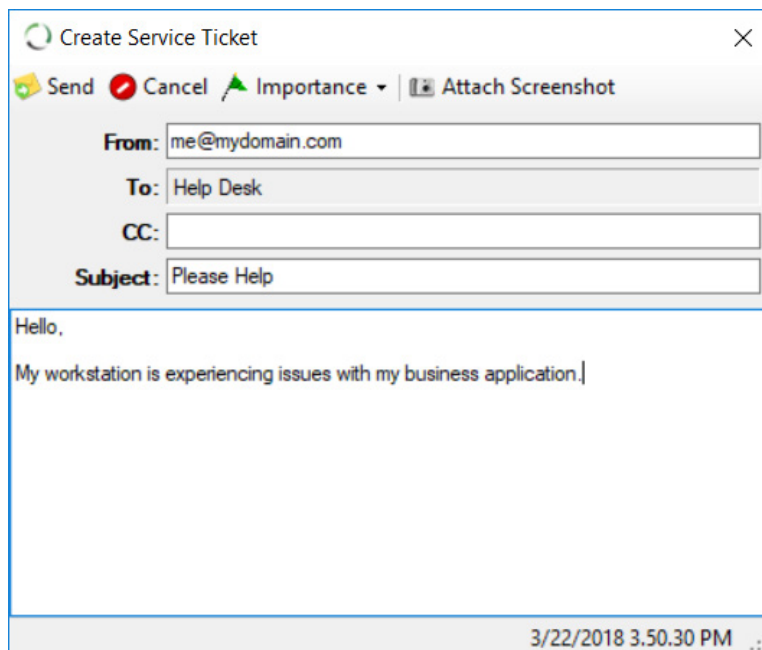
Thank you for choosing Access One. Please save this document, and reference it if you need to escalate support. You may also distribute copies to others who are authorized and responsible for your organization's technology services.

For Service Inquiries:

1st Level Escalation: Create a Service Ticket

System Tray Icon (**Preferred Method**): Right click the  icon, and then select **"Create Service Ticket"**. This method provides the ability to attach a screenshot and set issue priority level. Be sure to enter your email address in the "From" field so Access One can respond to you appropriately.

Example Service Ticket Request



The screenshot shows a dialog box titled "Create Service Ticket" with a close button (X) in the top right corner. Below the title bar, there are buttons for "Send", "Cancel", and "Importance" (with a dropdown arrow), and an "Attach Screenshot" button. The form fields are as follows:

- From:** me@mydomain.com
- To:** Help Desk
- CC:** (empty field)
- Subject:** Please Help

The main text area contains the following text:

Hello,
My workstation is experiencing issues with my business application.]

The bottom right corner of the dialog box shows the date and time: 3/22/2018 3:50:30 PM.

Email: help@accessoneinc.com

Visit the online portal: <https://na.myconnectwise.net/accessone>

Call the 24x7 support hotline: **844.484.4MSP**



Technology Solutions, Delivered with Care

2nd Level Escalation:

James Fodor
Service Desk Manager
(D) 312.441.9314
jfodor@accessoneinc.com

3rd Level Escalation:

Jon Baumhart
Senior NOC Manager
(D) 312.441.9689
jbaumhart@accessoneinc.com

4th Level Escalation:

Steve Warren
Director of Network Operations
(D) 312.441.9960
swarren@accessoneinc.com

5th level issue escalation

Rick Wagner
Vice President of Engineering
(D) 312.441.9927
rwagner@accessoneinc.com

6th level issue escalation

John Hoehne
Chief Operating Officer
(D) 312.441.9668
jhoehne@accessoneinc.com

Outside of regular business hours, call the emergency hotline at 844.484.4MSP. The afterhours recording will direct your call to the 24-hour answering system where you may leave a message for service assistance or reach an emergency on-call engineer.

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