

When IT Matters...
Choose



7900 Westpark Drive
Suite A50
McLean, VA 22102
(703) 891 – 0131
(888) 99- NTIVA
(703) 891 – 0129
info@ntiva.com
www.ntiva.com

Support Contact Procedures and Information

Please use the following table to decide how you should contact support. By using this table, you help Ntiva prioritize issues:

Priority	Explanation	How to proceed
3	<ul style="list-style-type: none">• Single computer or device issue.• Never happened before.	<ol style="list-style-type: none">1. Completely shutdown workstation.2. Wait 15 seconds.3. Restart workstation.
2	<ul style="list-style-type: none">• Single / Multiple computer or device issue.• Reoccurring or Constant.• Annoyance / Does not prevent work from being done	<ol style="list-style-type: none">1. Send email to support@ntiva.com explaining issue or log onto customer portal at www.ntiva.com and create a service ticket.
1	<ul style="list-style-type: none">• Multiple computer or device issue.• Constant.• Prevents work from being done.	<ol style="list-style-type: none">1. Call (703) 891 – 0131 and speak with a helpdesk agent.

For emergencies, dial **(703) 891 – 0131** and press **9**, 24x7x365.