



Help Desk | Support Information

EMAIL

gmt@gmtnet.com

Normal Priority

Emailing will generate a ticket in their system. Please include detailed information, including screenshots of your issue if possible, and the Service Desk Team will begin diagnosing and troubleshooting your problem before they reach out to you.

Typical response time: 15-30 minutes

PHONE

(585) 784-7470 Ext.1

Normal, Emergencies and High Priority, After-Hours (24/7) Support

Contacting the Service Desk by phone ensures immediate attention. You will get a live person on the phone who is an engineer and can take care of your issue right away.

Typical response time: Immediate

TYPES OF SUPPORT ISSUES

NORMAL SUPPORT ISSUES

Issues that do not require immediate attention. A problem where there is an acceptable work around and users can continue to work. Submitting a ticket by email or phone are acceptable methods to obtain support

HIGH PRIORITY ISSUES

Urgent issues where a significant number of users are unable to use an entire component of a business-critical application.

EMERGENCY PRIORITY

Business-critical services are down/unavailable.

HEALTH HOME STAFF

Contact LMT Service Desk for:

- Issues with the laptop itself.
 - Any hardware - mouse, charger, keyboard, monitor, etc.
 - Laptop not turning on.
 - Scanner
 - New equipment set-up.
- Unable to log into the laptop.
 - Reset/forgotten laptop password.
- Issues with your Office 365 account, which include:
 - Email/Outlook
 - Word, Excel, and other Office 365 programs.
 - Issues such as password reset (your laptop password and Office 365 are linked. Resetting your office account will also reset your laptop password).
- Any system settings OUTSIDE OF AWS.
- Printing

KIM:

- Webfax
- Cell phones

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