

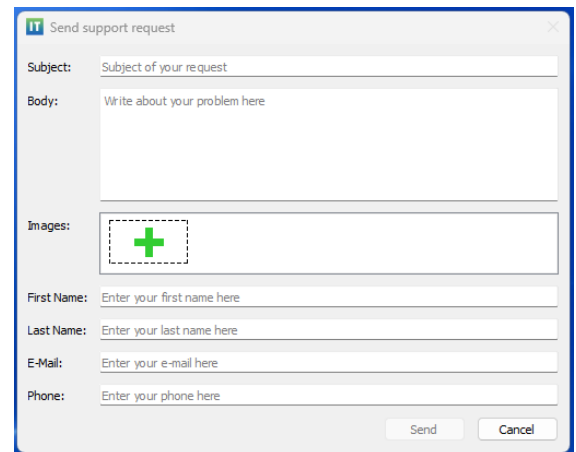
Managed IT Services Support

There are several ways to contact our support team if you have questions or if you're experiencing issues.

The **easiest way to reach us is via the "IT" icon in your taskbar**, typically in the bottom right corner of your computer. Click the ^ icon to show hidden icons if you do not see the Anderson Technologies IT icon.



Left-click the "IT" icon to access our support menu. From here, you can file a Support Request quickly and even attach a screenshot of your computer. Our support number is located in the "About Us" request form window that appears.

A screenshot of the 'Send support request' form. The form is a white box with a blue border. It contains the following fields: 'Subject: Subject of your request', 'Body: Write about your problem here', 'Images: +', 'First Name: Enter your first name here', 'Last Name: Enter your last name here', 'E-Mail: Enter your e-mail here', and 'Phone: Enter your phone here'. There are 'Send' and 'Cancel' buttons at the bottom right.

Email us at support@andersontech.com. We're here to help!

After Hours

We're here for you if you need anything after business hours, weekends, and holidays for an **additional hourly rate**. Call us anytime at **314.394.3007** and our 24x7 answering team will handle your request and forward it to our rotating on-call System Administrator. **It is best to call for emergencies that need immediate assistance to activate our on-call notification procedures.**