

Getting IT Help

How to contact the IT team, raise a helpdesk ticket, and what to expect.

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How to Get IT Support

Overview

The IT team supports all staff across PBR's sites. This guide explains how to reach us, what to include in your request, and what to expect.

Contact Options

Method	When to use	Details
Helpdesk portal	Non-urgent requests, logging issues for follow-up	helpdesk.pbr.org.au
Email	Non-urgent requests, attaching screenshots or files	helpdesk@pbr.org.au
Walk-in / phone	Urgent issues blocking your work	IT office at Belgrave — ask your manager for the direct number

How to Raise a Helpdesk Ticket

1. Go to helpdesk.pbr.org.au and sign in with your PBR credentials
2. Click **New Ticket**
3. Choose the most relevant category from the list
4. Enter a clear, descriptive subject line (see tips below)
5. Describe the issue in the body — include as much detail as possible
6. Attach any relevant screenshots or error messages
7. Click **Submit**

You will receive an email confirmation with a ticket number. IT will respond and update the ticket as work progresses — you can reply directly to those emails to add more information.

Writing a Good Ticket

The more information you provide upfront, the faster we can help. Include:

- **What** you were trying to do when the problem occurred
- **What** happened instead (exact error message if possible)
- **When** it started — was it working before? Did anything change?
- **Which device/application** — your computer name or model, or the app name
- **How urgent** — is this blocking you from working, or is it a minor inconvenience?

Good vs poor subject lines

Poor	Better
Help	Outlook not opening on my laptop since this morning
Computer problem	Screen goes black randomly — happens 2-3 times per day
Can't login	Cannot log into NetSuite — getting "invalid credentials" error

Response Times

Priority	Example	Target response
Critical	Multiple users cannot work, system-wide outage	Within 1 hour
High	Single user completely blocked from working	Within 4 hours
Normal	Issue affecting work but workaround exists	Within 1 business day
Low	Minor inconvenience, question, or request	Within 3 business days

IT Helpdesk operates Monday–Friday during standard business hours. For after-hours emergencies, contact your manager who can escalate to the on-call IT contact.

Before You Log a Ticket

A few quick checks can resolve common issues without waiting:

- **Restart your computer** — resolves a surprising number of issues
- **Check this wiki** — use the search bar to look for your issue; many common questions are already documented

- **Check Microsoft 365 service status** — if Outlook, Teams, or OneDrive is down for everyone: status.office365.com

Checking the Status of Your Ticket

Overview

You can check the status of any ticket you have raised at any time via the helpdesk portal.

Viewing Your Tickets

1. Go to helpdesk.pbr.org.au and sign in
 2. Click **My Tickets** at the top of the page
 3. You will see all your open and recently closed tickets
 4. Click on a ticket to see the full thread, including IT's responses and any updates
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Ticket Statuses

Status	Meaning
Open	Your ticket has been received and is waiting for IT to pick up
In Progress	An IT team member is actively working on your request
On Hold	We are waiting for something — either your response, a vendor, or a scheduled change window
Closed	The issue has been resolved

Adding Information to an Existing Ticket

Simply reply to the email notification you received when the ticket was raised. Your reply will be added to the ticket automatically.

Alternatively, open the ticket in the portal and post a comment directly.

Reopening a Closed Ticket

If an issue comes back after being closed, reply to the closure email within 7 days and the ticket will be reopened automatically. After 7 days, please raise a new ticket and reference the old ticket number.