# 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.

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## 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 |

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## 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.

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# 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 |

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# 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.

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# 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

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