



AG & NTIVA 24/7 IT SUPPORT

Keeping your equipment working effectively



TROUBLESHOOTING IT STEPS

* EMERGENCY ISSUE? CONTACT PM AND CORP ADMIN

For emergency issues that require immediate attention (i.e., you are not able to use your laptop to work), do steps 1-3 AND forward the ticket # to chris.lopez@avantgarde4usa.com and your PM/PL. Get Chris involved/notified right after you call NTIVA. ALWAYS ADDRESS ISSUES WHEN YOU FIRST SEE THEM.

1. CALL/EMAIL NTIVA 24/7 IT SUPPORT

703-715-4960 NTIVA.SUPPORT@NTIVA.COM

• Option 1: Existing Ticket

- Your call will be answered by our Customer Service Coordinators. If your ticket is assigned to a technician, the coordinator will connect with them to facilitate a hand-off. If the technician is unavailable, your ticket will be prioritized for a callback. For unassigned tickets, the coordinator will engage the responsible team manager to ensure swift prioritization.

• Option 2: New Ticket

- Your call will be directed to our Service Desk queue, where our intake technicians will begin addressing your new technical issue promptly.

AG EQUIPMENT PROBLEMS? FOLLOW THESE STEPS

2. WORK/COMMUNICATE WITH NTIVA

Effectively troubleshooting IT issues takes time. NTIVA needs prompt communication, time, and equipment access to diagnose/fix your IT problems properly. Make sure to give NTIVA the info/access they need ASAP and communicate until it's resolved completely. (Some issues require scheduling and follow up)

3. ESCALATED IT TICKETS

If the initial NTIVA IT tech is not able to solve your problem, make sure the tech escalates the issue to a higher tech (tier 2 or tier 3). Sometimes this requires scheduling an appointment. Request this and schedule/make the appointment and cc your PM and chris.lopez@avantgarde4usa.com

Is the support desk unlimited?

- Yes, you have 24/7 unlimited support. Use this resource to troubleshoot any software/hardware problem, big to small.

What do I do about phishing emails?

- If you think you received a phishing email, but aren't certain, it's always better safe than sorry! Forward the suspect email to NTIVA.SUPPORT@NTIVA.COM and they will confirm and block the sender from our system.

My computer crashed, what do I do?

- Follow the troubleshooting IT steps and communicate with your PM, NTIVA, and Corp Admin right away. It is important to work with NTIVA to create a ticket and diagnose the problem first. NTIVA will create a ticket and get to the root of the problem. NTIVA will determine whether or not it is a hardware or a software issue and will recommend whether or not the workstation needs to be replaced.

