

IT Emergency Support Contact Guide

Dear Employees,

In the event of an IT emergency, please use the following contact guide to ensure prompt assistance:

Contact Information:

- **IT Helpdesk:** (555) 123-4567
- **Email:** it-support@example.com
- **Emergency Line:** (555) 987-6543 (for critical incidents after hours)

Support Hours:

Monday - Friday: 8:00 AM - 6:00 PM

After Hours Emergency Support: Available 24/7 through emergency line

Steps to Follow:

1. Assess the situation and gather relevant information.
2. Contact the IT Helpdesk using the numbers provided.
3. Provide clear details of the issue you are experiencing.
4. Follow the instructions given by the support team.

Thank you for your cooperation.

Best regards,

Your IT Department