TMB Group Support Services

The TMB helpdesk is designed to be friendly, accessible and flexible. That's why we offer a range of different ways for you to contact us when you need assistance.

How To Log A Support Ticket

Email
The quickest, easiest way to log a ticket is to email **support@tmb.co.uk**.

Within one minute, your request will be received and logged, then a ticket number will be sent to you.

If you wish to update or close the ticket, simply reply to the email notification you receive.

Client Portal
You can also visit **www.tmb.co.uk/helpdesk** to use our online client portal. Here, you can create, track and update support tickets.

Telephone
If everything is down and you have no access to email or internet, then call the TMB support team on **0333 900 9051**, and choose option 3.

Ticket Priority
Once logged, support tickets will be prioritised and responded to as follows:

CRITICAL
Reported issue prevents multiple users from accessing systems or affects operation of major product functions.

HIGH
Reported issue prevents individual users from accessing systems or affects consistent operation of product functions.

MEDIUM
Reported issue involves time-sensitive product knowledge or assistance.

LOW
Reported issue has little or no impact on use of systems or requests for basic product knowledge.

NOTE: If you have an urgent problem that isn't a high or critical issue, then you should start your ticket title with 'URGENT'. For example, if you're about to do a presentation and your computer won't start, it's not a system-wide failure, but it's still urgent to you.
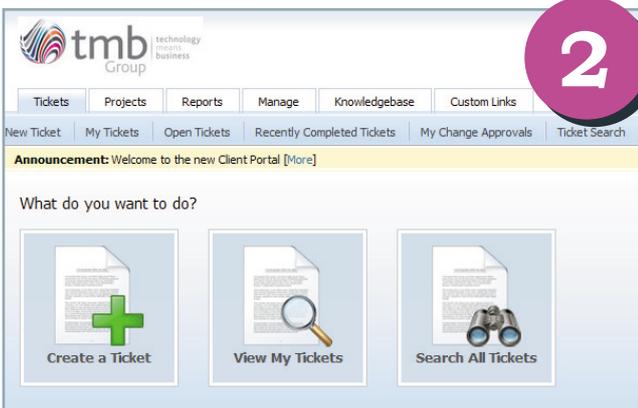
Ticket response times will vary according to the priority and the terms of your SLA. If in doubt, please contact us, and we'll be happy to provide more information.

Remember: We always deal with critical tickets first.

Using The Client Portal

It's as easy as 1-2-3...

Step 1
Head to **www.tmb.co.uk/helpdesk**, and then use your unique login details to enter the Autotask client portal. If you don't have a login, just email **support@tmb.co.uk** and request one.


Step 2
Once you're logged in, click 'Create a Ticket'. From this screen, you can also look at all your currently logged tickets and search for particular tickets.

Step 3
Now, fill in the New Ticket form, making sure to select the appropriate priority level from the drop-down menu.

Submit the ticket, and you're all done. It's as easy as that!
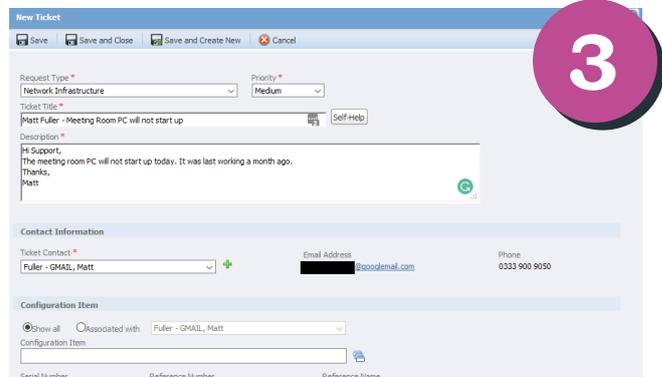
Viewing Your Tickets

Once you've logged a ticket, you'll be able to view and track it by selecting 'My Tickets' from the main menu.

Open a ticket, and you'll be able to add new information, by clicking either 'Add Note' or 'Add Attachment'.
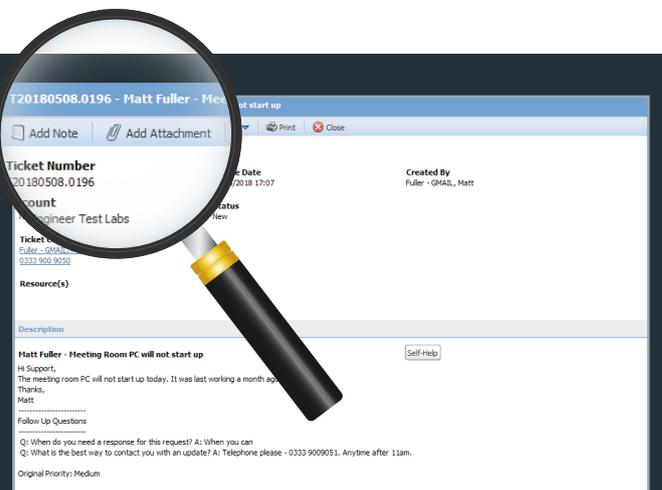
Still not sure what to do? Let us know, and we'll be happy to talk you through it.

Speak To A Manager

Want to discuss a problem with a more senior member of the TMB team? Our department managers and team leaders are happy to help.

While we aim to resolve all your issues through our helpdesks, there may be occasions when you want to speak to a manager. Maybe you haven't heard from an engineer in a while or you feel your ticket is taking too long to be resolved. If that happens, please contact one of the following people.

Ticket-related Issues

IT Helpdesk Team Leader	David Bourne	david.bourne@tmb.co.uk	02392 249043
Pegasus Helpdesk Team Leader	Nicolene Dixon	nicolene.dixon @tmb.co.uk	02392 249045

Project-related Issues

Project Manager	Tony Gillie	tony.gillie@tmb.co.uk	02394 000619
Project Manager	Tina Stevenson	tina.stevenson@tmb.co.uk	0208 739 0672
Software Development Team Leader	Mohamed Nagy	mohamed.nagy@tmb.co.uk	0208 7390669

Escalating An Enquiry

Hopefully, you'll never want or need to escalate an issue further than this, but in rare cases where it's necessary, or if the relevant team manager is away, our department heads can assist you.

Ticket-related Issues

Head of Support Services	Matt Fuller	matt.fuller@tmb.co.uk	02392 249044

Project-related Issues

Head of Projects	Matthew Greenwell	matthew.greenwell@tmb.co.uk	0208 739 0668

Help Us To Help You

It's important to us that we're able to answer your enquiries and resolve your problems as efficiently as possible, so you're not left waiting longer than necessary. To help us do that, we ask customers not to email engineers directly or copy in TMB employees when emailing support@tmb.co.uk. Doing either of these things can cause unnecessary delays and complications.

And remember, you can always update your tickets with new information by using the customer portal or by simply replying to ticket notifications.