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 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.

Tickets have a four-hour first response due. This means within four hours, someone will have contacted you about your issue and begun working toward a solution.

Most critical tickets are addressed within 30 minutes.

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.

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.