Memorandum

To: All Staff [incl Loan Processors, Mgmt, Loan Officers, Assistants]

From: Charles Vamadeva

Date: June 24, 2021

Re: TECHNICAL SUPPORT

TECHNICAL SUPPORT

Purpose of this Memo is set clear instructions on how to secure help when you have a Technical issue with Equipment or Service [e.g. Internet, Phone, Wifi, etc]

PLEASE DO NOT CONTACT ARMANDO SANDOVAL. [*Although Armando temporarily stepped in before, during and after the Office relocation, be advised he is a LOAN PARTNER and therefore focuses on Loan related issues only*].

For PC's owned by Patriot Pacific:

We have a Microsoft 365 account connected to our Network. IT department will keep the entire Suite of Microsoft apps [Word, Excel, Powerpoint, Outlook etc] upto-date. When issues arise, IT desk can offer Remote Support + OnSite Repair as needed.

For PC's owned individually by Loan Officer, Processor etc.

IT can offer Limited Support but can be contacted using the information detailed below.

Please remember to always [1] Reboot frequently so the Operating system is Upto date [2] Keep your AntiVirus updated

Please note:

The email addresses ending with @californiahomebuyer.net are Google Suite emails and IT Desk cannot access or help. Please reach out to Charles Vamadeva if issues arise [we've never had an issue yet].

INTERNET and PHONES :

Contact IT Desk – see details below.

Welcome to the Visual Edge IT Service Desk!

How to contact the Service Desk:

Via Email

- servicedesk@visualedgeit.com

Please reboot your system before contacting the service desk.

Ticket Creation and Prioritization

Response time hours are correlated to business hours Monday-Friday 8-5
Tickets will be given a priority by the Service Desk Administrator when the ticket is created.

Priority 1- Critical-Response Time- 2 hours-A problem or issue impacting a group of users or any mission critical issue affecting a single user.
Priority 2- High-Response Time- 8 hours-Non critical but significant issue affecting a single user; or an issue that is degrading the performance and reliability of supported services; however, the services are still operational.
Priority 3-Normal-Response Time- 24 hours-Routine support requests that impact a single user or non-critical software or hardware error.
Priority 4-Low-Response Time-48 hours-A minor service issue or general inquiry.
***Response time commitments do not promise a complete resolution within the stated time frames. Rather, the time commitment is meant to indicate the maximum time interval in which the customer will be contacted by the engineer assigned to the ticket*

When creating a ticket, please make sure to include the following information
- Full Name
- Company
- Email Address
- Phone Number
- Computer Name
- Description of the problem (Including error messages and screen shots)
- Please reboot system before calling the service desk (we always ask!)
- Are other users affected by this same issue?

Via Telephone
- 877-VEDGE-IT Option 2

Be prepared with the information from above before calling. Service Desk and Onsite Support business hours are regularly scheduled on Monday thru Friday from 8am-5pm EST. When calling for a particular engineer

please be prepared to identify yourself and the reason for your call. You may leave a message for the service desk after hours which will be addressed the following business day.

After Hours (After 5pm, and weekends/holidays)
In the event of an afterhours network emergency, please have your designated Manager call Visual Edge IT, and follow the prompts to reach an on-call technician. **After hours services may result in additional fees and must be authorized by a designated contact within your organization.**