

How to Contact your IT Support team

If you have an IT query, issue, or permission change request, we have made it easy for you to get in touch with us, you can either:

- Send us an email to help@synium.co.uk This will log your request directly to our Helpdesk team. Try and include as much information as you can, including any error messages or screen shots of the issue.
- For *urgent issues only* (i.e where you have no internet or email) – you can call us on **0121 663 0203** where details of your call will be logged as a ticket on the Helpdesk.

New Starters

- For new starters we require our online New User Form to be completed. We aim to process your request within 3 working days of receiving the completed form, therefore we appreciate the form being submitted prior to your member of staff starting - or 5 working days if you need us to source new equipment.

[New User Form](#)

<https://www.synium.co.uk/nuform>

Leavers

- For leavers please use our online form to request the disabling or removing staff leaver accounts. We aim to process your request within 5 working days of receiving all information, therefore we appreciate the form being submitted at least 1 week prior to your member of staff leaving. If you need an account closing immediately, please phone **0121 663 0203**

[Leavers Form](#)

<https://www.synium.co.uk/leaverform/>

Things you need to give us warning about – at least 5 working days

- of any devices are moved or relocated – office moves
- any significant activity or change that may impact your IT infrastructure - such as new hardware being added - or new software being purchased and installed.
- The following changes often requires our input, therefore, to ensure we always have an Engineer ready to assist please ensure we are told about:

New internet connections

New website/domains

New Phone systems

New printer or photocopier installations

Upgrade to existing software i.e Sage updates

We are here to help and support you, so look forward to hearing from you.

The Synium Team