

How to Contact your IT Support team

We are here to help with all your IT issues.

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 system – and the team see it straight away (assuming it is within office hours). Try and include as much information as you can, including any error messages or screen shots of the issue.

- Alternatively, you can call us on **0121 663 0203** but we prefer this to be used for urgent issues only

New Starters /Leavers

For new starters or leavers we can process their accounts and ensure they are ready for the start date – or ensure they are locked after the leave date.

For these, we ask for a bit of notice so we can schedule the work – ideally we ask for 3-5 days' notice for these to ensure they get done on time – more if they need a new laptop/PC ordering.

For both operations, we have an online form for you to use, to make sure we get everything you need:

[New User Form](https://www.synium.co.uk/nuform) <https://www.synium.co.uk/nuform>

[Leavers Form](https://www.synium.co.uk/leaverform) <https://www.synium.co.uk/leaverform>

If you need an account closing immediately please call the Helpdesk.

Other things we also ask for a few days' notice for:

The following type of changes often require our input, therefore, we ask for as much notice as possible please, so we can ensure we have an engineer available to assist

- if any devices are moved or relocated – particularly relevant for networking considerations – eg: office move arounds
- any significant activity or change that may impact your IT infrastructure - such as new hardware being added - or new software being purchased and installed – eg:
 - 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 working with you.

The Synium Team