HOW TO SUBMIT A SERVICE REQUEST

Having IT issues can be frustrating and disruptive. That's why we have made getting a resolution quick and simple.



Contact Support Desk

Communicate your issue via phone or email.
You'll receive a response within 1 hour for emergencies and within 4 hours for non-emergencies.

► How your issue is resolved from start to finish.



Success! Ticket closed.

That's it!
Feel free to contact us
if you have any additional
questions.



















Validate User

We validate that only authorized users can access tickets.

Create Ticket

We create a ticket in our tracking system and determine the severity of the ticket.

Verify Permission

If proper permissions are not obtainable, the ticket is deemed out of scope.

Perform Work

The Support Desk works remotely on the issue or schedules / performs work onsite.

Document Work

Ticket details are documented within the tracking system and communicated to you via email.

Relax. IT's Covered.

Here's how to easily contact us for IT Support:



(604) 259-7710



support@colemantechnologies.com

24x7x365 assistance by a live technician to address issues during that call Send us an email detailing your issues

