

Updated: Dec. 20, 2021

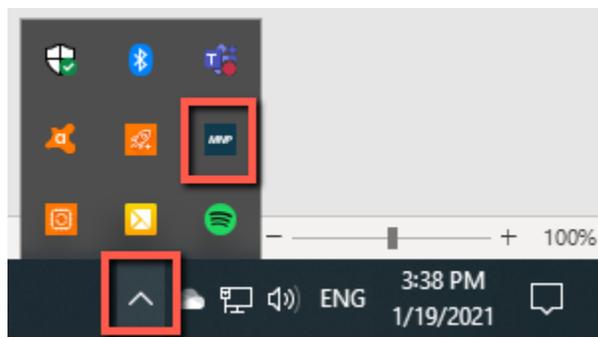
We're here to help

When you experience any technical issues, it's best to submit a support request as soon as possible. This will allow us to deliver our services in the timeliest manner and maximize your time doing what you do best.

Requesting Service

MNP Digital and the support team are here to help you with your technology needs. There are several ways to contact us, and some are better choices than others in certain situations. Our regular hours of operation are Monday – Friday, 7:00 am - 6:00 pm MST.

MNP Digital Service Portal:



The MNP Digital Service Portal will be your hub for all communication with MNP Digital Managed IT support. You will be able to submit tickets, update and track progress, communicate directly with our techs, and so much more. The Digital Service Portal is the best place to start for non-critical requests and less time-sensitive items. It is a quick and easy way to get a ticket created and assigned to our support team.

You can also access the portal here: <https://portal.mnpdigital.ca/>

Watch a 2-minute video of how to use the Digital Service Portal here: <https://www.mnp.ca/en/cx-knowledge-base>

Phone:

Toll-Free: 1-888-224-5770

Edmonton – (780) 424-6398 Calgary – (403) 686-4357 Red Deer – (403) 755-6839

When your issue is urgent, time-sensitive, or an emergency, calling the support team is the fastest way to get help. Phone support is available when you cannot work or do not have access to the MNP portal or email. Emergencies will receive immediate assessment and assistance, while other issues will be assessed with you and managed based upon their priority.

You also have the option to leave a voicemail. When you do, please remember to provide the following details so we can begin work on the ticket as fast as possible. Any missing information can cause delays.

- First and Last Name
- Company name
- Contact number
- Brief description of the current issue
- Ticket number if you already have one

Email:

Email support is best when you don't have access to your Digital Service Portal (e.g. submitting a ticket from a mobile device). Send an email with the details of your issue to support@mnptechnology.ca. Our system will create a ticket, and you'll receive an email confirming your request. An assigned technician will contact you as soon as we can assist.

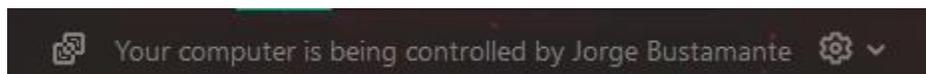
Remote Access to Computers

Most support requests will require our support team to gain remote access to your computer. Here is what you can expect when this happens.

- Our Support Specialists will verbally request access to your computer.
- Next, you will see a prompt on your computer asking to accept the request for remote access.



- Once you give consent, a message will appear at the top of your screen. This shows your computer is being controlled and by who.



- When the Support Specialist has completed their work, they will disconnect the remote access.

Site Visit Schedule

Field Services Technicians are highly qualified technical experts, and they will visit your location to provide onsite support when necessary. Our Field Services Technicians are very popular men and women. Please refrain from holding issues for the site visit technicians, so they can properly manage their responsibilities and help as many people as possible. Submitting tickets through the MNP Digital Service Portal will ensure the proper resource is scheduled.

After-Hours Emergencies *

Suppose you encounter a critical issue that requires immediate resolution outside of standard support hours. In that case, you can contact us at 1-888-224-5770, 24 hours a day, 7 days a week, 365 days a year.

* Additional charges may accrue due to after-hours service

Providing Feedback

Once we've resolved and closed your ticket, you will receive an email notifying you. Included in that email is a request for feedback on your experience. All you have to do is click the icon that best represents how you feel, and that's it.

How did we do for you today?



Superb!



Good



Just OK



Terrible

Your feedback is valuable and will only take 5 seconds. Click or tap the rating which best represents your experience.



After submitting your rating, you will have the option to write a response to add context and/or details to your rating. We use these responses to recognize successes and feedback for things we could improve.

Thanks For Your Feedback

You clicked Superb

We are delighted to hear that you are so happy with us at the moment and we really appreciate your feedback.

If you wish to make any specific comments or give us further information on your response, please enter it below:

Submit comment

MNP

Introduction to your Team

Listed below are the individuals and teams working to deliver you the best experience. Some you'll interact with regularly, while others will be working with your leadership team.

Service Desk

This support technician group is the point of contact for all support requests. Resolving your incidents and fulfilling your service requests are their primary focus. Process Managers and Team Leads monitor them to ensure high quality and timely outcomes.

Deskside Specialist

This role is a member of our Service Desk but is dedicated to a specific client. The primary function of the Deskside Specialist is to respond to technical concerns from clients whom they are committed to supporting on a fixed schedule. Process Managers and Team Leads monitor them to ensure high quality and timely outcomes.

Field Services Technician

Your Field Services Technicians work closely with the rest of your team to ensure a timely response to incidents and service request tickets. They will be regularly in your workspace(s), ensuring the onsite IT infrastructure is maintained, answering your needs for onsite support, and making sure that you're being cared for.

Strategic Account Manager*

Working closely with the Field Services Technician and other MNP Digital members, the Strategic Account Manager will help plan your organization's IT strategy. Reviewing business needs and assessing your environment's current state, a Strategic Account Manager can provide your organization with the knowledge to navigate technology successfully. They ensure you are getting the most benefit from your investments while minimizing risk. The Strategic Account Manager works closely with our Client Experience Managers to ensure you have the best possible IT experience.

* Not included with Small Business Bundle (SBB)

Client Experience Manager

The Client Experience team is here to ensure your experience meets your expectations and our standards for excellence. They work closely with the Field Services team, Strategic Account Manager, and other MNP Digital teams to ensure that we deliver our services effectively.