



How to Submit a Service Request

Updated November 25, 2024

Thank you for trusting us to take care of your IT service and support needs. Our goals are to be responsive, to provide the highest level of service possible, and be professional. To ensure we maintain our focus on these goals, we have established procedures for submitting and managing service requests.

Please also refer to our companion document **Service Request Priority Levels**.

Submitting a Service Request for Fastest Responses

We provide 3 ways to request help for a technical issue:

1. **Email us at support@miradorit.com** (preferred method for most issues)
2. **Call us at (603) 792-9797** (best method for emergencies)
3. **Mirador IT Client Portal at <http://support.miradorit.com>** (requires a login)

Regular Service Hours

Our regular service hours are Monday to Friday, from 8:00am to 5:00pm. Service requests submitted during this time will be reviewed and responded to in **priority order** - please see our companion document **Service Request Priority Levels**.

Extended Service Hours

Outside of regular service hours, our team will respond to all Priority 1 and Priority 2 situations. Please call and leave a message on our voicemail, and someone will return your call ASAP.

Depending on the nature of the issue and your service agreement, services provided during extended service hours may incur additional support charges.

Help Us Help You

Our service delivery plan is focused on giving 100% of our attention to the customer we are servicing at any given time. To ensure our objectives, we work on all tickets in a defined **priority order** (please see our companion document **Service Request Priority Levels**), and can only shift gears for Priority 1 and Priority 2 requests. When working on your issue, we are certain you will appreciate this focus and dedication to service.

We very truly appreciate your business.

Thank you!

MiradorIT Support Team – *We are here to help!*