

# HOW DO I CONTACT THE PRELUDE SERVICE DESK?



The Service Desk Team would like a few moments of your time to review the ways to contact the Prelude Service Desk. Please familiarize yourself with these options and contact the Service Desk if you have any questions.

## When should I call the Service Desk?



- You're unable to perform a mission critical task which is causing financial or legal liability.
- You're unable to access your software applications.
- Everyone at your location is down; no one is able to access the network.
- You're unable to print and have critical deadlines.
- You have a software application or hardware problem which is preventing you from meeting a critical deadline.

## How do I call the Service Desk?

During regular business hours, Monday – Friday, 7:30 AM EST - 9:00 PM EST  
at **717.441.2411** or **800.579.1047**

Your call is routed directly into the Service Desk queue and answered in order.

You have the option to leave a voicemail if you do not have time to wait. We pull voice messages about every 60-90 minutes during business hours.

During non-business hours, Monday-Friday (including weekends and holidays)  
before 7:30 AM EST or after 9:00 PM EST at **717.441.2411** or **800.579.1047**

Press 9, so your call is transferred to a live Answering Service who takes pertinent information (name/contact number/issue etc.) and then calls the Prelude After Hours On-Call staff person. That person will contact you within 20 minutes of receiving the call from the Answering Service.

You have the option to leave a voicemail if your issue is not Mission Critical. We pull voice messages the next business day.

## When should I email the Service Desk?

When you need help with a software application or hardware issue which doesn't prevent you from doing your job.



When you don't have time to work with the Service Desk to solve your problem; include a good time to call and your extension or direct dial number.

For non-urgent requests, the best way to contact the Service Desk is through email.

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[www.preludeservices.com](http://www.preludeservices.com)

**800.579.1047** or [servicedesk@preludeservices.com](mailto:servicedesk@preludeservices.com)