

Help Desk Services

Help Desk Features

- Experienced Desktop Engineers
- Service available Monday – Friday, 8:00 a.m. to 5:00 p.m. with optional after hours coverage (24 x 7)
- Toll-free access
- Unlimited Number of Calls (Desktop)
- Chat, Phone and email support
- Secure remote support for users
- Covers most commonly used applications
- Fixed-rate monthly fee per user

With RetroFit's User Help Desk, you can be assured of quick problem resolution, increased user satisfaction, and lower operational costs.

For more information,
call 508.478.2222
or email us at
information@retrofit.com

Contacting the Help Desk



Contact the Help Desk via Phone:

Our technicians are available via phone between the hours of Mon-Fri 8am – 5pm and can be reached at 508-478-2222 option 2



Contact the Help Desk via Email:

Technicians can be contacted via email at this address for lowest priority calls: Support@retrofit.com



Contact the Help Desk via Web Chat:

The Help Desk can also be contacted via web-based chat. To activate a chat session, simply Right click eye icon in system tray and click RetroFit HelpDesk.

RetroFit provides a dedicated local, live User Help Desk service staffed with experienced Level II engineers for desktop/laptop support and Level III engineers for server support with emphasis on first call resolution. Our staff has many years' experience in supporting end-users with server, desktop, and network level issues. Our User Help Desk provides our customers with a system designed to solve user problems through remote capabilities or with computer user instructions. We offer state-of-the-art system troubleshooting and software support 24 hours a day, 7 days a week.

Customer Benefits

- Quick Problem Resolution
- Increased User Satisfaction
- Lower Operational Costs
- Maximum Uptime
- Higher End-User Productivity
- Increased Service Capabilities

Customized support at a fixed monthly rate!

Applications Supported

All of the software listed below is included, but not limited to the following. All third party and “line of business” applications will be handled on a best effort basis utilizing supplied service contracts.

Applications Supported	Description
Microsoft Server Software (Including but not limited to)	Active Directory <ul style="list-style-type: none"> ▪ User account modification ▪ Group modification ▪ Site replication issues Windows Server 2003 and up <ul style="list-style-type: none"> ▪ DHCP, WINS, DNS ▪ Personal and Group Network Storage Space ▪ Microsoft VPN Exchange Server 2000 and up SQL 2000 and up <ul style="list-style-type: none"> ▪ Database back and restore ▪ Connections to the database Terminal Server Remote Desktop
Microsoft Client Software (Including but not limited to)	Windows 7 and up Office 2010 and up Outlook 2010 and up Active Sync
Adobe Reader 6.0 and up	
Veritas Backup Exec 8.0 and up	Job setup and removal File backup and restore
Desktop Publishing	Adobe Acrobat and Reader, Adobe Photoshop
Office Suites	Microsoft Office 2010 up to most recent levels
Email	Microsoft Outlook 2010 up to most recent levels
Word Processing	Microsoft Word 2010 up to most recent levels
Domain	User account reset and creation Network Share
Desktop Operating Systems	Apple Mac System 10 and up, Microsoft Windows 7 and 8
Graphics	Microsoft FrontPage, PowerPoint and Visio
Browsers	Internet Explorer 5.0 and above
Anti-Virus (Web Root)	Scans and Removals
Database	Microsoft Access 2010 and up & SQL Backup and Restore
Anti-Malware	
Open-DNS	
Training Portal	