

Hey there from your new friends at Ultrex IT,

We're excited to be working with you and your team! This email is all about making sure you get the most from us and know how to get the help you need:

Need Help? Here's how to get it!

- [Booking.Ultrex.com](https://ultrex.com/booking) - This is your portal to schedule support sessions with our team, whenever it works best for you! Both for in person or remote help, fire away! This is the number one best way to get help where to select the time of our support. You can often book a remote support call as fast as same-day!
- IT@Ultrex.com - Got a quick tech question? Shoot us an email here! **Heads up:** Emails are answered in the order received, so think of it like a virtual waiting room. To get the fastest response, send your email to this address instead of reaching out to a specific person (unless you don't mind waiting a bit). We don't schedule by email, so if you're looking to book an apt, please call or use the booking site.
- **541-862-1053** - Having a tech meltdown? Don't be shy, give us a call! If we're busy saving another person in tech distress, leave a voicemail – we'll return calls in the order received. Just make sure to include your name and a good callback number!
- Having a problem with your Ultrex-supplied printer or phone system? Please reach out to 541.928.6522 and Dispatch@Ultrex.com. They'll be all over helping with Ultrex's printers or phone systems. But for all IT (everything non printer related) troubles, please reach out to the IT contact info above. Response times for IT tickets are not guaranteed when contacting the printer service team. Put simply, call the right people for the right troubles for fastest response out of both :)
- **Meet the Squad:** Ever forget the name of the tech who saved you last time? No worries! Check out our team here: <https://ultrex.com/meet-the-it-team/>

Important Side Notes:

- We don't bill per call or per ticket, so you're not costing your organization to reach out- so reach out to help when you need it, we're happy to help!

- It's important to note your SLA's (Service Level Agreements) we return contact in the order received, priority of ticket type, as well as based on the response times agreed on in the contract. So don't panic, and we'll be with you just as fast as we're able. :)
- Please leave your machines on at night- we run updates and do regular maintenance overnight, so please don't turn them off when you're going home. Feel free to turn off your monitor though if you'd like.
- We don't expect you to remember all of this- our support information can always be found at www.Ultrex.com - then just click on the IT Support Center.

Here's the lowdown on getting started:

- **Remote Support Agent:** This little guy is how we'll work our magic on your machines. Please install it using this link, then click on the Support Agent Installer:

• <https://app2.atera.com/api/utls/agent-install/windows/?cid=146&aeid=32f092f1dca74421b7824caaadb5cd1b>

- This is your unique installer for the PC, and can be installed on any machines you'd like to be able to get support on. If you have mac computers, please book a 30 minute remote support call and we'll install it for you.

<https://ultrex.com/it-support-center/> - This is where you can find support contact info, as well as the support agent macOS installer if you'd like to self-serve

Don't worry if you don't see anything flashy happening after installation – that agent works its magic in the background. Just let it do its thing!

Finally, never hesitate to reach out! Our mission is to keep your tech running smoothly, so don't be a stranger.

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