

Torchsec Technologies

Revolutionary Managed Services

QUICK REFERENCE · KEEP THIS HANDY

Getting IT Support from the Torchsec HelpDesk

Who to contact, how to reach us, and what to expect when you need help —
staffed Monday through Friday, 9 AM to 5 PM ET, with optional 24/7/365
coverage available.

HOW TO REACH US



Phone: (380) 900-7099



helpdesk@torchsec.com

9-5

Mon-Fri · ET

Prepared for: All Staff & End Users

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The Torchsec HelpDesk is here whenever you need IT help — no issue is too small.

Revolutionary Managed Services

PHONE

(380) 900-7099

EMAIL

helpdesk@torchsec.com

HOURS

Mon-Fri · 9-5 ET


How to Reach the HelpDesk

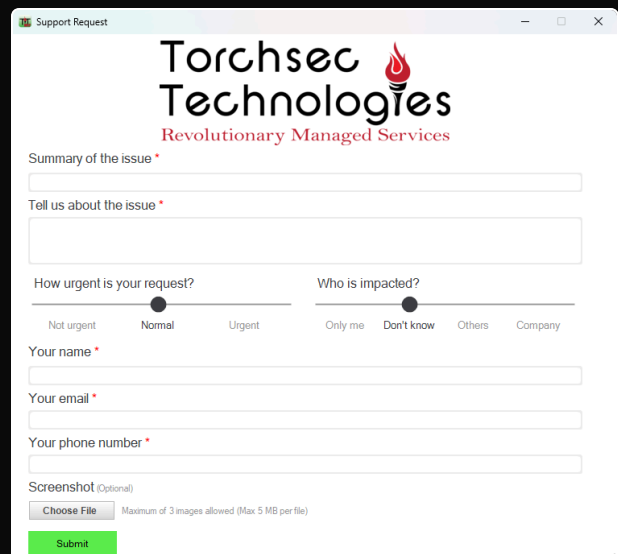
The fastest, easiest way to open a ticket is right from the **Torchsec MSP icon** on your computer — just right-click and choose **Request Support**. You can also call or email us during standard support hours: **Monday through Friday, 9 AM to 5 PM ET**. Organizations on the optional 24/7/365 package have around-the-clock coverage, including nights, weekends, and holidays.

★ BEST WAY TO OPEN A TICKET

Right-click the icon → Request Support

It's the quickest way to reach us, and your ticket arrives with your device details already attached — so we can help faster.

- 1 Find the Torchsec MSP icon**  in your system tray, by the clock (click the ▲ arrow if you don't see it). In some cases you may also have a Torchsec MSP shortcut on your desktop.
- 2 Right-click the icon** — a short menu appears.
- 3 Choose "Request Support"** — the form opens (shown here).
- 4 Describe your issue and click Submit** — set the urgency and who's impacted, attach a screenshot if it helps, and a ticket is created instantly.



The Support Request form

Other Ways to Reach Us

Call

BY PHONE

(380) 900-7099 — fastest for urgent issues that are stopping your work.

Email

BY MESSAGE

helpdesk@torchsec.com — great for non-urgent requests; a ticket is created automatically.

9–5

MON–FRI · ET

Standard support hours. Email anytime — daytime tickets are picked up first thing.

Tip

Use the **phone** when something is urgent or blocking your work (you can't log in, email is down). Use **email** for everyday requests — and you'll get a ticket number you can reference.

After-Hours & 24/7/365 Coverage

Standard support runs Monday–Friday, 9 AM–5 PM ET. Around-the-clock support — including nights, weekends, and holidays — is available to organizations that have purchased the optional **24/7/365 package**. Not sure what your plan includes? Ask your Torchsec account team.

Before You Contact Us

Having a few details ready helps us verify your identity and resolve your issue faster. You don't need to be technical — just describe what's happening in your own words.

For security, the technician will confirm your identity before making account or access changes. This protects you and your organization.

HAVE THIS READY

▶ **Your Name & Company**

So we can locate your account and verify you.

▶ **What's Happening**

A short description of the problem or request.

▶ **When It Started**

And whether it affects just you or others too.

▶ **Any Error Messages**

The exact wording, or a screenshot if you can.

▶ **Device & Urgency**

What you're using, and how badly it's affecting your work.

What We Can Help With

Logins & Passwords

Locked accounts, password resets, and multi-factor authentication (MFA) help.

Email & Calendars

Outlook/M365 & Google issues, shared mailboxes, distribution lists, and calendars.

Office Apps

Microsoft Office installation, activation, and everyday troubleshooting.

Printers

Setup, adding a printer, and printing problems.

Mobile & Email Setup

Configuring email on your phone or a new device.

Spam & Access

Blocking spam, allowing trusted senders, and access requests.

Not sure if it's something we handle? Contact us anyway — if it needs your Torchsec engineering team, we'll route it to them with all the details.

What to Expect

- **You'll reach a real technician** — by phone right away, or by a ticket created from your email.
- **We verify and log it** — your identity is confirmed and a ticket is opened so nothing is lost.

- **We resolve or escalate** — most issues are fixed on the spot; anything that needs deeper work goes to your Torchsec team with full context.
- **We keep you updated** — you'll be informed as your ticket progresses through to resolution.

Remember

The quickest way to open a ticket is to **right-click the Torchsec MSP icon** and choose **Request Support**. You can also reach us at **(380) 900-7099** or **helpdesk@torchsec.com**, Monday–Friday, 9 AM–5 PM ET (24/7/365 with the optional package). No request is too small, and there's always someone ready to help.

Save these contacts

Add the HelpDesk to your phone and email contacts so help is always one tap away.

PHONE**(380) 900-7099****EMAIL****helpdesk@torchsec.com****HOURS****Mon–Fri · 9–5 ET**

The Torchsec HelpDesk is a branded extension of Torchsec Technologies. Supported items are defined by your organization's service agreement; issues beyond first-line support are escalated to your Torchsec team.