



Support Information

Support Team

If you are looking to speak with a specific team member, please call our business line and dial their direct extension.

Business Support Line: 401-522-5200

- **Alinay Gomez** – Ext. 113
- **Chris Burgess** – Ext. 114
- **Connor Gilmore** – Ext. 218
- **Evan Jacques** – Ext. 117
- **Jason Patterson** – Ext. 111
- **Joe Choiniere** – Ext. 110
- **JT Thibeault** – Ext. 115
- **Leeanna Raposo** – Ext. 109
- **Leo Cote** – Ext. 105
- **Pete Kimatian** – Ext. 116
- **PJ Raposo** – Ext. 122
- **Tim Joly** – Ext. 221
- **Tony Folco** – Ext. 112

Support Availability

We are available during our normal business hours (**Monday thru Friday, 8am to 5pm, excluding all major holidays**). During this time, we will actively be working on support requests, answering phones, and responding to emails. If a specific person is out of the office, they will respond to your request as soon as possible upon their return.

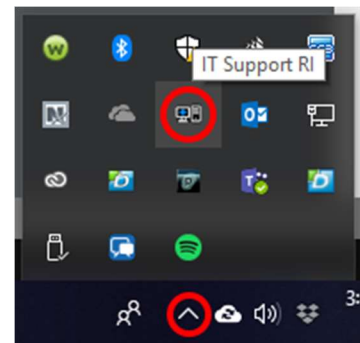
However, if **you need assistance outside our normal business hours**, call our business line (**401-522-5200**) and follow the voice prompts to request support.

Please be aware that these requests outside our business hours are not covered by your service plan and will be billable. Confirm with your manager that you are approved to request after-hours service as needed.

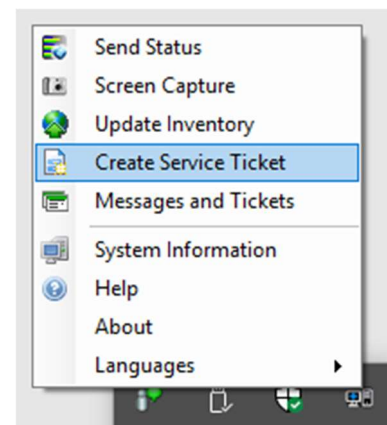
Creating A Ticket

For all support requests, we must have a ticket submitted into the queue. Follow these steps from the computer you are having trouble with.

First, click the arrow to expand you tray. Look for our computer icon.



Next, click our icon and click “Create Service Ticket”. Fill out the form and submit.



If you are unable to locate the tray icon or are having trouble with it, please **email us directly at support@ITsupportRI.com**. Your email will become your support ticket.

Text A Technician

Did you know that you can text a support technician? Contact us for more information about setup.

Text the Help Desk: 401-324-1128