

# REQUESTING IT SUPPORT IS EASY

Our Service Desk provides premium IT support to our customers across Australia between the hours of 8:30am to 5:30pm Australian Eastern Standard time (AEST) Monday to Friday excluding public holidays\*

## WE'VE MADE IT SIMPLE TO REQUEST HELP.

All Centrix customers can reach support by email, online portal, phone and direct from your managed PC.



### EMAIL

[help@centrix.com.au](mailto:help@centrix.com.au)



### ONLINE PORTAL

[portal.centrix.com.au](https://portal.centrix.com.au)



### PHONE

NSW 02 9492 7000  
VIC 03 8374 6940  
QLD 07 3554 7110  
WA 08 9460 2080



### FROM YOUR PC

From your system tray X icon



\*After hours support is accessible by phoning us at one of the above numbers and following the prompts to after hours support. Please note, after hours support is attended to on a best effort basis and after hours charges will apply if outside the coverage hours your service agreement.

Any tickets logged via email, the Centrix Monitoring Agent or Centrix Portal will be reviewed next business day.