



# IT Support Request Procedures

**To request support during business hours from 8:00am-6:00pm EST, follow the steps below:**

**For routine support requests (nonemergency)**

Email [support@osibeyond.com](mailto:support@osibeyond.com). An engineer will respond to your email within 2 hours.

**For all critical support requests (emergency)**

Call **301-312-8908** and select option #1 for the helpdesk to immediately speak with an engineer.

**To request support afterhours (weeknights, weekends, and holidays), follow the steps below:**

- For **routine** support requests (nonemergency) that can be resolved on the next business day, email [support@osibeyond.com](mailto:support@osibeyond.com).
- For **critical** support requests (emergency) that must be resolved before the next business day, call **301-312-8908** and select option #1, then leave a message in the helpdesk afterhours mailbox. An on-call engineer will return your call within 4 hours. **Please note that afterhours rates will apply.**