

A photograph of an IT support team in a modern office. A man in a red shirt is leaning over a desk, assisting two women who are seated at computers. In the foreground, a man wearing a headset is looking at a computer monitor. The scene is brightly lit with large windows in the background.

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. 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.
- 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 2 hours. **Please note that afterhours rates will apply.**