

NESD Head Start

Welcome to Loffler Companies Team Alpha
Your Service Manager is Lonnie Hagman
Your Service Delivery Lead is Lucas Nease

Your Customer ID for phone support is 1093

We are excited to provide you with our valuable team-based customer support model. Team Alpha is excited to offer you Loffler's world class service. We are here to help!

We've made it simple to request support:

1. **E-mail** – E-mail support@loffler.com and a ticket will be created, which your team is then alerted and will review the ticket to get the appropriate engineer assigned to schedule and start working on your issue. An e-mail will be sent to you confirming that we have received your request.
2. **Phone** – Call [\(612\) 333-8324](tel:6123338324), select [Option 2](#) for IT Support, and enter your Customer ID (1093) to get connected with your support team.

Support is available 7AM to 6PM Monday through Friday (excluding national holidays). If you need after-hours support, please call us and follow the prompts to reach the on-call team (after-hours charges may apply).

Thank you again for allowing us the opportunity to earn your business!

Sincerely,

Your Loffler Support Team

Team - Based Approach

Loffler uses a team-based approach to assign engineers to a set of customers. Most of your service tickets will be resolved by your dedicated team of 8-10 engineers. Get to know them and they will get to know you, you'll be working together from here on out.

Tips and Tricks for Submitting a Ticket

In efforts to provide your service team with as much info as possible and potentially speed up the resolution time, here are some tips and trick for submitting service tickets.

- Use a subject line that best summarizes the issue occurring
 - o (i.e. "speaker not working," "need access to XYZ folder," "VPN not working")
- Send screenshots of what is occurring on your end whenever possible
 - o Go to the windows icon and start typing "snipping tool" to take screenshot
- If your ticket is urgent, please call the service desk directly at [\(612\) 333-8324](tel:6123338324), select [Option 2](#) for IT Support, and enter your Customer ID to get connected with your support team
- Send in tickets only from your work email
 - o Other emails will not register to your company's account in Loffler's ticketing system, and instead will route to a "catch all" board, ending up in a longer wait time for resolution
 - o If you are unable to use your work email and need to email us from another account, please include your name, company name, and phone number so we can properly route your support request
- Please expect to spend some time working and communicating with your support team to resolve your service issue
- When updating a current ticket, reply to the existing ticket email thread and find them easily by looking for a subject line that looks like "Ticket#12345678/NESD Head Start/"
- Tickets can still be submitted outside of business hours (email or voicemail) but won't be attended to until the next business day
- The more info the better! By providing more info it will help troubleshoot the problem quicker.
 - o Don't be shy – your experience of what is occurring is a huge help in resolving the issue
- Logos you may notice but are just for monitoring/support purposes:

SentinelOne Antivirus



Loffler Agent for Support



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