Welcome to the CIO Dynamics Help Desk

The Help Desk receives, resolves, and/or escalates all computer related requests from our customers by phone, e-mail or live chat.

The Help Desk provides the following services:

- Input of problem IT requests and ticket creation
- Remote support if needed
- Resolutions on common computer, software, printer, network and mobile issues
- Escalation of IT requests to level 2 support if needed

What to Expect When You Request a Service:

- After initial contact your account will be authenticated
- A support ticket will be open and you will receive an e-mail with your ticket number.
- During the call the helpdesk technician may request access to your computer for assistance.
- During the work process, the Help Desk technician will provide major status updates.
- When the request is resolved, the Help Desk technician will send you a completion notice by e-mail.
- If the Help Desk agent cannot resolve the issue, he/she will escalate the ticket to level 2 group for support.
- After escalation you will be contacted by a level 2 technician as soon as possible to assist with your computer problem.

How to Request a Service or Report a Problem:

Telephone IT Support
Call 866-459-1613 for 24/7 or 8/5 IT remote support depending on your service.

Live Chat
Talk with an IT support agent right now via our instant message app!

Request for Service (No IT Support)
Submit a companywide request or user request for services. Request user accounts, telecom service, virtual servers, or any of our core services.

Self Help
Search for help here on KB. Get detail support by each product we offer, with our knowledge base system.

Email (Request support via email)
Submit your question, request for service to helpdesk@ciodynamics.com or schedule support at a convenient time. Provide as much detail as possible.

Access your personal Control Panel
For changes to your own personal account and to add or remove services. Select "**My Services**" tab for access.

IT Consultant (Your dedicated CIO)
Contact your CIO Dynamics sales and IT consultant team for special projects, IT consultancy, quotes and RFP's.

Help Us Help You
Please send CIO Dynamics your feedback and suggestions about ways to improve our help services. We welcome as much detail as possible.

We look forward to serving you!
Thank you and welcome to CIO Dynamics Helpdesk.