Welcome

Thank you for choosing Envision IT Partners

Contents: What you'll find inside

Envision is your IT support partner and we have a vested interest in making sure everyone at COMPANY NAME understands how to best work with us.

Your Managed Services & Support

As your technical support team we're here to help you.

Everything our team does is meant to ***protect*** and ***support*** your computer system.

We will install some software (anti-virus, anti-malware and management tools) that will enable us to take care of you and your computer. In order for us to provide support you need to be comfortable contacting us anytime you need help. Once you contact us you may need to make your computer or yourself available for support to occur.

EncompassIT™ by Envision IT Partners:
- Actively monitors, updates, patches and performs preventive maintenance on all the systems on your network
- Our proactive management of your systems allows our certified engineers to stay ahead of the threats and problems that may cripple your IT infrastructure.
- When issues do occur you have unlimited access to our Colorado-based Help Desk support team HelpDesk@EnvisionITPartners.com or 303.370.1111 x4

Working with us: Things to Know

1. Leave your computer on when you leave each night

> Close any applications you are working in and log out of your computer
>
> You are also welcome to restart which will leave your computer on the logon screen
>
> Envision IT Partners takes a proactive approach. On a regularly scheduled basis outside of regular business hours we:
> - Apply critical patches and updates
> - Perform virus and malware scans
> - Perform disk maintenance and cleanup scans
>
> These items can not be completed if your computer is off- *so do not turn it off!*

2. Do not disable or uninstall Envision IT Partners software

> We will install Encompass IT & Webroot Anti-Virus on your computer- do not remove them. They look like this:

> We will also install a screen connect & instant message chat- this is only used if you have requested help and/or you can not be reached via phone or email. IF we need to contact you via the chat, you will see a window like this on your screen:
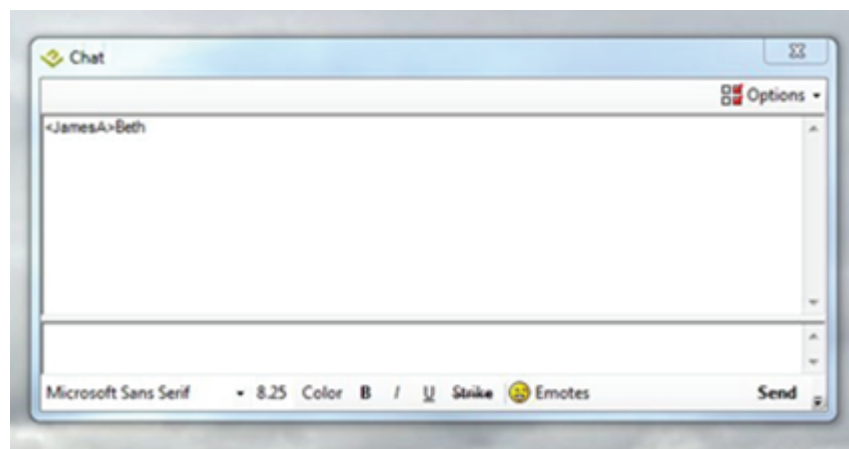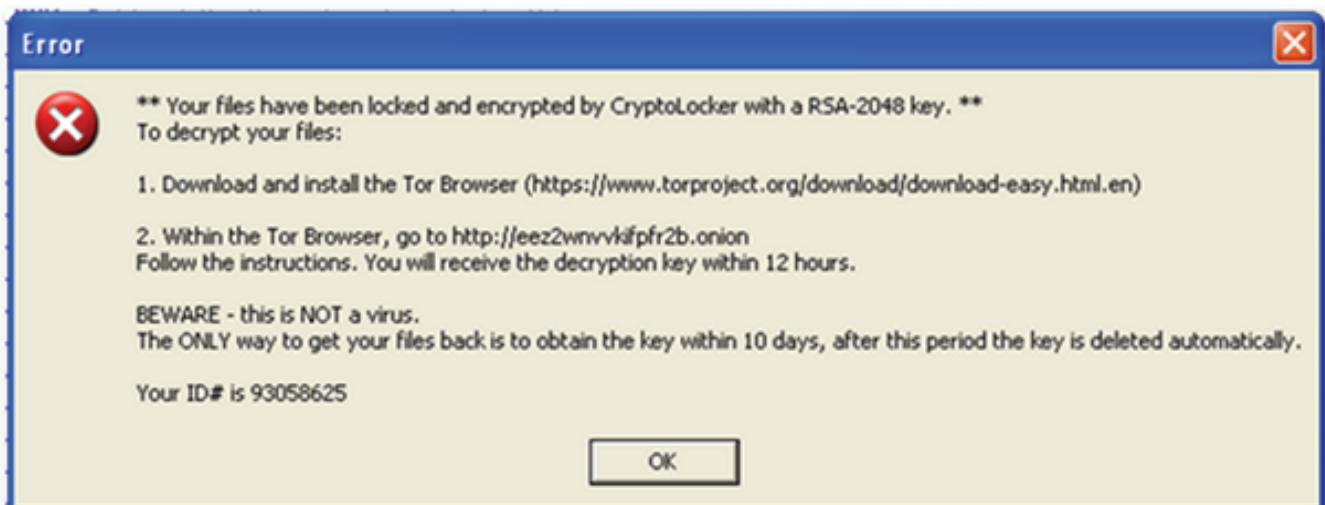
3. Help to minimize your downtime

Avoid Malware & Viruses- They come in a wide range of forms but they share one thing in common – *they are pieces of unwanted code that embed themselves on a PC without the end user's knowledge to cause disruptions, data theft or possible complete data loss.*

- Only open email attachments from trusted sources
- Do not open attachments from your personal email account on your work computer.
- Do not click on Pop Ups while on the internet.
- Avoid Social Networking sites
- When in doubt call (or email) the Help Desk!

4. Recent Threat: New Crypto Virus Variant

This virus will encrypt files and data will be become inaccessible. The only fix is to restore from backup or pay the ransom.

If you recieve a file or link and you do not know where it is going to take you, do not click the link!

Error

** Your files have been locked and encrypted by CryptoLocker with a RSA-2048 key. **
To decrypt your files:

1. Download and install the Tor Browser (https://www.torproject.org/download/download-easy.html.en)

2. Within the Tor Browser, go to http://eez2wnvvkifpfr2b.onion
Follow the instructions. You will receive the decryption key within 12 hours.

BEWARE - this is NOT a virus.
The ONLY way to get your files back is to obtain the key within 10 days, after this period the key is deleted automatically.

Your ID# is 93058625

OK

Contacting The Helpdesk

How to Contact the Helpdesk

You can contact the Envision IT Partners Helpdesk for Support by:

Emailing | Helpdesk@EnvisionITPartners.com

Calling | 303.370.1111 x4

If **BOTH** of the following are true:
- *You are experiencing a noncritical error*
- *You have internet access*

You can create a Ticket simply by sending an email to our Help Desk at
HelpDesk@EnvisionITPartners.com

When sending an email please be sure to include the following information:
1. Your full name and best telephone number to reach you
2. Brief description of the issue, with all pertinent details
3. **Please have the user experiencing the issue contact the Help Desk.**

This ensures we get accurate and timely information; speeding up the support process!

In the event you have either:
- *An emergency issue (i.e. "Blue Screen of Death", a fast approaching deadline etc...)*
- *No email or internet access*

Please call our EncompassIT Help Desk at 303.370.1111 Ext. #4

If your call is routed to voicemail please leave the following information:
1. Your full name, company name & best telephone number to reach you
2. Brief description of the issue
3. **Please have the user experiencing the issue contact the Help Desk.**

When to Contact the Helpdesk
- You need to reset your password
- If your account is locked
- If you need remote access
- If you need to access a website that is blocked or filtered
- If you are having an email issue or an email is missing or blocked
- If the internet or network is slow or down
- If you think you have a virus or malware
- If your computer is having hardware issues
- If you are having a technology emergency
- If your computer is disconnected
- If you are getting pop-ups (do not click them!)

Your Technical Support team:

Helpdesk Managers & Sr. Engineers: James Allen, John Kanack and Ben Lang

Your Helpdesk Staff: David, Michael, Chris, Eric and Mason

To escalate an issue beyond the Helpdesk, you're first point of escalation is Leonard Rice, our Client Advocate.

Email | lrice@envisionitpartners.com

Phone | 303.370.1111 x1503

Company Address | 1768 Platte Street Denver, CO 80202

Frequently Asked Questions

How quickly will someone respond to my support request?
Our contracted initial response time is within 4 hours Monday-Friday, 7am-7pm.
The average response time is a few minutes for remote support.

How do I know my issue is being taken care of?
A ticket is created immediately and you will receive email updates about your issues. You may contact the Helpdesk by phone or email at any time to get updates on the work being performed.

What if I have a problem with my software or applications?
Envision IT Partners will work with your software provider to ensure issues are resolved. Contact the Helpdesk if you are having issues.

Does Envision's support include support of my company's phones and phone system?
No. However, we will work with your phone vendor on your behalf in order to resolve issues and get you the support you need.

How do I request emergency support?
Call the Helpdesk at 303.370.1111 x4