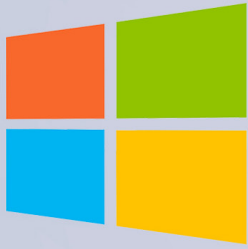


# COMPNOW REMOTE SUPPORT TEAM AVAILABLE FOR YOUR SCHOOL TODAY



**Extend your IT support teams bandwidth by engaging CompNow's trained support engineers to provide your student community with a bespoke remote support desk offering.**

Leverage CompNow's support offering for your students and parents and ensure they are able to access your schools online resources across all platforms including Windows, macOS, iOS, Microsoft 365 and Google.

Our support team are all CompNow employees based here in Australia and provide support both over the phone and with remote screen sharing.

Support provided limited to assistance with the following:

- Google Classroom & GSuite including Hangouts Meet
- Microsoft O365 including Teams
- Zoom conferencing
- Issues relating to headphones, microphones and speakers
- Student's email accounts or passwords
- Identifying home internet bandwidth issues

## Note:

- This is not intended to be a general IT support line for personal computers
- Calls unrelated to matters set out above will be politely declined and not charged
- Each call to be limited to a maximum of 30 minutes, after which to be transferred to the schools IT support
- Calls to be charged to your school in 15 minute increments at rate of \$40 ex each increment
- Detailed reporting to be provided from our ITSM tool
- Desk available 8.30am - 5.30pm AEDST, Monday to Friday excluding public holidays

**To get started with CompNow Remote Support contact your Account Manager today on 1300 COMPNOW or [sales@compnow.com.au](mailto:sales@compnow.com.au)**

**National 1300 COMPNOW**  
Adelaide 08 8133 8000  
Brisbane 07 3613 5100  
Cairns 07 3613 5114

**[sales@compnow.com.au](mailto:sales@compnow.com.au)**  
Melbourne 03 9684 3600  
Perth 08 6255 4400  
Sydney 02 9951 7979

