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**Blue Rock**

IT Support Guide

July 2018

**Blue Rock Hong Kong Office**

This document provides the background information of the standard support procedures for your office, designed to make life as easy as possible when faced with an IT issue.

All support requests should be raised through the Premier Technology Service Desk.

Service Desk Contact details:

Tel: **+852 48941232**

Email: **itissues@premier-technology.com**

Should you have any questions regarding any content in this document please contact your Premier Technology Account Manager.

# Password Security

We recommend that you change your password regularly, and keep your password secret, secured and protected. To change your password:

* Press Ctrl+Alt+Delete, and then click Change a password.
* Type your old password, type your new password, type your new password again to confirm it, and then press Enter.

We recommend you change your password at least every 90 days. The following are the password requirements, designed to enhance security:

* Is at least eight characters long.
* Does not contain your user name, real name, or company name.
* Does not contain a complete word.
* Is significantly different from previous passwords.
* Contain characters from each of the following four categories:
* Uppercase letters
* Lowercase letters
* Numbers
* Symbols found on the keyboard (all keyboard characters not defined as letters or numerals)

If an incorrect password is entered on your account more than 5 times consecutively, your account will automatically be disabled for 30 minutes. If for any reason this happens in error, Premier Technology Service Desk can reset your password remotely.

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# Raising a support request

There are several ways to raise a support with Premier Technology Service Desk:

1. **Phone**

Call +852 48941232

1. **Email**

itissues@premier-technology.com

1. **In person**

Raise it with your onsite IT technician or contact the Premier Technology Service Desk.

Contact Details are:

24x7 Telephone Coverage: +852 48941232

07:00-24:00 Business Day Email Coverage: itissues@premier-technology.com

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**Quotes and Ordering**

Quotes for New Equipment can be obtained directly through your Account Manager, via the Service Desk hotline/support request email.

Once the quote has been sought from a preferred supplier, the Account Manager will send this to you for approval. Once approved by you, the relevant supplier will be notified and a delivery time provided.

If you have any questions, please contact the Premier Technology Service Desk on +852 48941232 or alternatively you can speak with your Account Manager.