



## How to get IT and Telecom Support

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### **Weekday Support – M-F 9am to 5pm EST**

1. **Call us directly for Windows Network Password Emergencies, Phone System Down, or Email Outage emergencies:**

610-441-7222

Then if possible also email details to [service@afdaniel.com](mailto:service@afdaniel.com) including any screen shots or photos of the problem to help us fix your issue quickly.

2. **For non-critical issues and phone system programming**, please have your organization's Authorized Contact notify us by email or web-form – this notifies all of our staff at the same time so that the tech most familiar with your setup can respond, and date-time stamps your issue to ensures the fastest resolution:

[service@afdaniel.com](mailto:service@afdaniel.com)

or if Email is down, call 610-441-7222

### **After-hours and Weekend Emergencies**

Call 610-441-7222 or email [service@afdaniel.com](mailto:service@afdaniel.com)

If calling in a problem on a night or weekend, please also provide information to [service@afdaniel.com](mailto:service@afdaniel.com) so that we can immediately begin troubleshooting.

It may go to a message – we monitor messages 24/7 and an on-call will respond quickly.

*Weekends, after hours, and emergencies may incur additional charges.*