How is support contact handled?

Smörgåsbord Retainer · https://computancy.co.uk/kb/how-is-support-contact-handled/

We try to maintain all contact by support ticket so that there is an audit trail for each account. You can log in to your account to open or respond to tickets, or just send an email to help@computancy.co.uk, and this will automatically open a ticket for you. Responding to any emails in this trail will also keep the ticketing system updated. Of course, if you want our advice for any IT service, just pick up the phone and we’re happy to talk it through!