



imagine **IT**

Service Orientation

WW Rowland Trucking Company

TECHNICAL SUPPORT OVERVIEW

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SUPPORT HOURS & RESPONSE TIMES



Our help desk is available for phone support calls 6:00am - 6:00pm, Monday – Friday.

Email – help@imit.com

Visit – [Partner Portal](#)

<https://partner.imagineiti.com>

Call – 952.224.2900



Response Time during business hours

Urgent Help Desk issue impacting multiple users = 30 minutes.

Urgent Help Desk issue impacting a single user = 2 hours.

Lower-urgency Help Desk issue = 1 business day.

There are various types of non-urgent issues that may be scheduled for up to 3 days out or longer.



Emergency after-hours : Call in only.

866.978.3600

After-hour requests submitted via Email or Portal will not be responded to until the next business day.

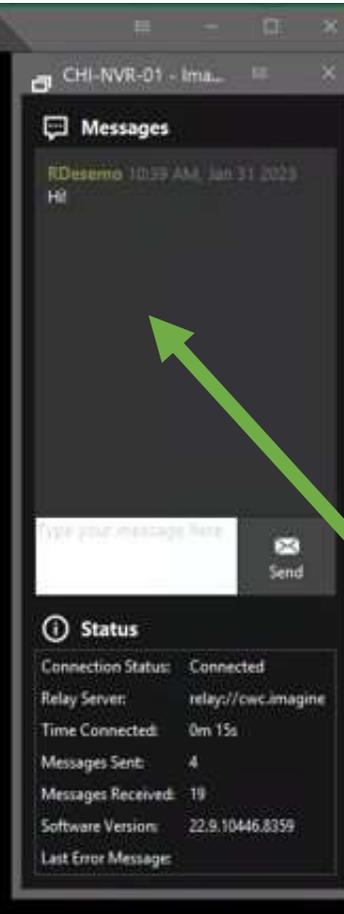
You will be prompted to approve billable time and moved to a dispatcher.

The dispatcher will take your info and reach one of our on-call technicians who will be able to assist with your problem.

SUPPORT BEST PRACTICES



NOTE: You will be asked permission before Screen Connect is utilized in case you are working on sensitive data.



Occasionally you may see a **popup chat window** for fast Q&A and/or for us to ask you for an exact time for service.

TIPS FOR BEST SERVICE RESULTS

Good Example of a Detailed Problem Description:

Laptop intermittently rebooting. Problem started 2 days ago. Rebooting happens 3-4 times a day, always on or around the same time. Error box pops up right before system shuts down (screenshot attached). I can be contacted at xxx-xxx-xxxx between 3:30-5:00 PM today or tomorrow.

Bad Example of a Problem Description:

"Computer rebooting. HEY?! I NEED THIS WORKING!!!!"

Self-Service Tip:

Before submitting a ticket, try rebooting the computer or resetting your password. Often, simple solutions can resolve the problem quickly. If these don't work, don't hesitate to reach out!

For Quality-of-Service Concerns:

Contact your organization's Admin or your dedicated Business Relationship Manager for any escalations or concerns.



IMAGINE YOUR
IT STARS
ALIGNING

BEST SUPPORT PRACTICES

- ***IMPORTANT:*** Once the ticket gets triaged you will receive an automated Email notification that states the estimated amount of time before we start working the ticket.
- **Please reply if you want a faster response and state an exact time to be contacted.**
- *Please **send a screenshot** if applicable. To do so, launch the "Snipping Tool" app or "PrintScreen" CTRL+SHIFT+*



SUPPORT NUANCES

2



SUPPORT NUANCES-EMAIL QUARANTINE



Quarantine

Microsoft 365 security: You have messages in quarantine

 Your Email 🗨️ Reply 🗨️ Reply All ➔ Forward 📧 ...

Tue 8/29/2023 5:38 PM

 Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

 Right-click or tap and hold here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Review These Messages

4 messages are being held for you to review as of **8/29/2023 10:22:48 PM (UTC)**.

Review them within **30 days of the received date** by going to the [Quarantine page](#) in the Security Center.

Prevented spam messages

Sender: info@email.training.com

Subject: ChatGPT for HR: Do's & Don'ts

Date: 8/28/2023 6:31:07 PM

[Review Message](#) [Release](#) [Block Sender](#)

Sender: claire@eleadexpert.info

Subject: Imagineiti

Date: 8/28/2023 8:51:31 PM



Locking, but leaving your computers on at night for critical patching and security updates.



If possible, shutting down and restarting your computer once a week

CUSTOMER SATISFACTION

3





How are we doing?

- After a service transaction, you will be asked to rate your service.
- Please let us know how we did – give your tech some kudos if they were great.
- We aim for continuous improvement, and we read EVERY response and comment!

Rating AND Leave a comment!



CSAT REVIEWS



02 Jul 2025 - Kyle Roth - Ticket [4228340](#) - Software install

"Kayla was very helpful and a pleasure to work with getting my software installed 10/10"



01 Jul 2025 - Joel Ring - Ticket [4230456](#) - Niron IT Asset Retirement Request

"Quick response and action on the request. Thanks, Kayla!"



13 Jun 2025 - Tim Brannigan - Ticket [4215798](#) - Time Sensitive - Teams Guest account creation

"I really appreciate the super quick turnaround!"



12 Jun 2025 - Tim Brannigan - Ticket [4214873](#) - M365 account asking for MS authentication instead of Duo

"Great communication and quick resolution!"



03 Jun 2025 - Peter Schroeder - Ticket [4208895](#) - permissions for remote access

"the email saying it was complete rather than having to go look for myself made this a good experience."

NAVIGATING THE PARTNER PORTAL & TIPS

4





<https://partner.imagineiti.com>



Your Company Name

Ask a question...

Company

- Home
- Applications
- Calendar
- Directory
- Knowledge Base
- Microsoft 365 Status
- Submit a Support Ticket
- Requests
- View Open Tickets
- Courses
- Microsoft 365 Updates



Support

Submit a Support Ticket
Need help with something already installed or previously working?

Requests
Order new applications, features or search for new ideas.

View Open Tickets
Check on the status of existing support tickets.

Microsoft 365 Updates
See upcoming changes and feature enhancements to Microsoft 365.

Microsoft 365 Status
Check for any problems with Microsoft 365 services.

Popular Articles

[Use the Project or Roadmap Application in Teams](#)

Microsoft 365: OneDrive (10)

- [Upload Files and Folders in OneDrive](#)
- [Sort, Rename, or Move Photos and Files in OneDrive](#)
- [Organize and Find Photos in OneDrive](#)
- [Create a Document in OneDrive](#)

Microsoft 365: Outlook (56)

- [Use Voting Buttons in Messages in Outlook](#)
- [Use @Mentions to Get Someone's Attention in Outlook](#)
- [Turn New Message Alert Pop-up On or Off for Outlook](#)
- [Sort Email Messages in Outlook](#)

Microsoft 365: Teams (76)

- [Using the Camera and Video in Teams](#)
- [Use the Project or Roadmap Application in Teams](#)
- [Use Read Receipts for Messages in Teams](#)
- [Use Applications in Teams](#)



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Your Company Name

- Home
- Applications**
- Calendar
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Applications

Microsoft 365

 Calendar	 Excel	 OneDrive	 OneNote	 Outlook	 People	 Planner	 PowerPoint
 SharePoint	 Sway	 Tasks	 Teams	 To-Do	 Word		

PARTNER PORTAL



<https://partner.imagineiti.com>

The screenshot displays the Partner Portal interface. At the top left, there is a navigation menu with the following items: Home, Applications, Calendar, Directory, Knowledge Base, Microsoft 365 Status, Submit a Support Ticket, Requests, View Open Tickets, Courses, and Microsoft 365 Updates. A green arrow points to the 'Directory' item. The main content area is titled 'Directory' and contains a search bar and a list of user profiles. The user profiles are partially obscured by a large, semi-transparent grey rectangular overlay.

Imagine IT Your Company Name

- Home
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Directory



<https://partner.imagineiti.com>

The screenshot shows the Imagine IT Partner Portal interface. At the top, there is a search bar with the text "Ask a question...". Below the search bar, the page is titled "Your Company Name". The main content area is titled "Knowledge Base" and contains a search bar with the text "Search articles...". The Knowledge Base is organized into three columns: "Microsoft 365: OneDrive" (10 articles), "Microsoft 365: Outlook" (56 articles), and "Microsoft 365: Teams" (76 articles). A red box highlights the search bar with the text "How many people have tried 'Read Aloud'??". A green arrow points from the search bar to the "Read Aloud" button in the Microsoft Word ribbon. Another green arrow points from the "Read Aloud" button to the "Knowledge Base" link in the left sidebar. The Microsoft Word ribbon is visible at the bottom, showing the "Review" tab with the "Read Aloud" button highlighted.

How many people have tried "Read Aloud"??

File Home Insert Draw Design Layout References Mailings Review

Editor Spelling and Grammar Thesaurus Word Count Read Aloud Check Accessibility Translate Language

Proofing Speech Accessibility Language

Knowledge Base

Microsoft 365: OneDrive (10) Microsoft 365: Outlook (56) Microsoft 365: Teams (76)

Upload Files and Folders in OneDrive
Sort, Rename, or Move Photos and Files in OneDrive
Organize and Find Photos in OneDrive
Create a Document in OneDrive
Delete Files or Folders in OneDrive
Download Files and Folders from OneDrive or SharePoint
Copy Files and Folders Between OneDrive and SharePoint Sites
Move Files and Folders Between OneDrive and SharePoint
Find SharePoint and Teams files in OneDrive
Files Save to OneDrive by Default in

Use Voting Buttons in Messages in Outlook
Use @Mentions to Get Someone's Attention in Outlook
Turn New Message Alert Pop-up On or Off for Outlook
Sort Email Messages in Outlook
Show, Hide, and View the BCC (Blind Carbon Copy) Field in Outlook
Share your Calendar in Outlook
Send Automatic Out of Office Replies in Outlook
Send an Email Message Based on a Template in Outlook
Secure Messages by Using a Digital Signature in Outlook
Save a Message as a File in Outlook

Using the Camera and Video in Teams
Use the Project or Roadmap Application in Teams
Use Read Receipts for Messages in Teams

Use the Project or Roadmap Application in Teams
Portal Information

Popular

Use the Project or Roadmap Application in Teams

Categories

All
Microsoft 365: OneDrive
Microsoft 365: Outlook
Microsoft 365: Teams
Portal Information

Teams
Use Applications in Teams
Teams Devices in Teams



<https://partner.imagineiti.com>



Your Company Name

Ask a question...



- Home
- Applications
- Calendar
- Directory
- Knowledge Base
- Microsoft 365 Status
- Submit a Support Ticket**
- Requests
- View Open Tickets
- Courses
- Microsoft 365 Updates

Submit a Support Ticket



Having Problems?

Click on a category for help.

My computer...

My email...

My files...

My mobile device...

My network...

My phone...

My printer...

My software...

Not listed here...

PARTNER PORTAL-TICKETS



<https://partner.imagineiti.com>



Your Company Name

Ask a question...



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Requests

Search services...

Top Referenced Requests



PARTNER PORTAL-TICKETS



<https://partner.imagineiti.com>

Imagine IT Your Company Name

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View Open Tickets 11/15/22 - 11/14/25

Try New View Download + Problem

Open Closed Waiting

ID	SUBJECT	CREATED ↓	LAST UPDATED	STATUS	PRIORITY	CATEGORY	CONTACT
4329227	PCI Scan	11/13/25, 3:07 PM	11/14/25, 9:01 AM	Waiting on Client	S&C - Low	S&C	



PARTNER PORTAL-COURSES



<https://partner.imagineiti.com>

ImagineIT Your Company Name

Home Applications Calendar Directory Knowledge Base Microsoft 365 Status Submit a Support Ticket Requests View Tickets Courses Microsoft 365 Updates

Courses

Search courses...

16 Recommended 0 Required 0 In progress 0 Completed

Mastering Excel 2016 Mastering Excel 2016 - Intermediate Mastering Excel 2019 - Intermediate Office 365 - Excel Office 365 - Excel Office 365 - Excel

16 Recommended 0 Required 0 In progress 0 Completed

Recommended Courses

- Imagine IT Cybersecurity 101 - Protecting yourself and your company from Internet threats. Security
- Mastering Excel 2019 - Advanced Office 365 - Excel
- Mastering Excel 2019 - Basics Office 365 - Excel

Categories

- All
- Office 365 - Access (2)
- Office 365 - Excel (14)
- Office 365 - Introduction (1)
- Office 365 - OneNote (1)
- Office 365 - Outlook (5)
- Office 365 - PowerPoint (7)
- Office 365 - Project (2)
- Office 365 - Teams (3)
- Office 365 - Visio (2)
- Office 365 - Word (9)
- Security (1)

Tags

- French (4) Portuguese (2) Spanish (12)