

# Support Information

Support - 0203 832 7010    General Enquiries - 0203 904 3464

[support@QlicNFP.com](mailto:support@QlicNFP.com)

[www.QlicNFP.com](http://www.QlicNFP.com)

[supportme.it](http://supportme.it)



## FATAL

Contact Method: **Phone** – 0203 832 7010

Complete degradation – all users and critical functions are affected. Item or service are completely unavailable.



## SEVERE

Contact Method: **Phone** – 0203 832 7010

Significant degradation – large number of users or critical functions affected.



## MEDIUM

Contact Method: **Phone** – 0203 832 7010

Limited degradation – limited number of users or functions affected. Business processes can continue.



## MINOR

Contact Method: **Email** – [support@qlicit.com](mailto:support@qlicit.com)

Small degradation – few users or one user affected. Business processes can continue.



## FACILITIES MANAGEMENT

Contact Method: **Online Forms**

New / Change / Remove User or Permissions Requests etc.

When calling, please have the following information available;

- ✓ Nature of the problem, including any error messages
- ✓ Your login username
- ✓ The computer name (if known)

## New User / Remove User

To request new user's or to remove a user, we kindly ask that you complete the forms -  
[forms.qlicit.com/newuser](http://forms.qlicit.com/newuser) OR [forms.qlicit.com/removeuser](http://forms.qlicit.com/removeuser)

## Please Note

Authorisation for some request will need to be provided by senior management in writing