

# Habitat3 Support Services

## How to get the most from our support

habitat3

Level 5, 20 Bond Street  
Sydney NSW 2000

### OVERVIEW

Habitat3 uses a triage ticketing system to allow us to attend to the highest priority support requests first before we attend to lower priority tickets.

This benefits our clients as those that require urgent assistance receive it because we are not engaged working on requests that are lower priority.

All clients log their tickets via our support web page at:

[www.habitat3.com.au/support](http://www.habitat3.com.au/support)

Once we receive your request we will either call you or email you depending on the nature of your request.

When visiting the support page you will see two options to log requests:

#### General Requests

Log a general support ticket

#### Account Holder Portal

Login to secure helpdesk web-portal

### GENERAL REQUESTS

General requests can be logged by anyone within our clients' business.

If there are any problems with the service a staff member can click on the "Log a general support ticket"

General support tickets may include printing problems, login problems, software access issues or any other "break-fix" requests.

### ACCOUNT HOLDER PORTAL

The Account Holder Portal allow Account Holders and Authorised Representatives to log billing and security related requests. Account Holder status is setup at the time you join the service and sign the Service Supply Agreement.

Authorised Representatives can access the support web-portal and therefore can make all billing and security requests. Exceptions are that Authorised Representatives cannot;

- cancel a subscription/service
- nominate another Authorised Representative
- remove an Account Holder
- request a full copy of data via FTP or Hard Drive
- change the password of the Account Holder on the VPS

The requests above must be made by the Account Holder not an Authorised Representative.

Authorised Representatives must have an email address that uses the same domain name as the Account Holder and the Account Holder must provide the first and last name and the mobile phone number of the nominated Authorised Representative.

Habitat3 does not record the password set by Account Holders for the support web-portal.

It is the client's responsibility to advise Habitat3 that an Authorised Representative has left the client's employment and should be disabled. This is done via a ticket in the Habitat3 web portal.

If Habitat3 determines an Authorised Representative has left the client's employment we will automatically revoke that Authorised Representative's web portal account and they will no longer be able to make requests.

## CAN I PHONE HABITAT3 SUPPORT?

Yes, once you have logged your support ticket you are able to follow up with a phone call.

Please call 1300 550 941 and follow the prompts to reach the support team. If you have not logged a ticket the support team will not be able to assist you immediately. They will request that you complete a ticket to allow our triage system to prioritise your request.

## FREE REVIEWS

You are able to book an appointment with one of our specialists to review your service to ensure you are getting the most from everything we offer. We can review the number of users you have setup, your server specifications, your security needs and more. Book direct from our support page.

### Free Service Review

We would love to talk with you about our service to ensure it is meeting your needs and exceeding your expectations.

Book Appointment

Please request an appointment with one of our senior client service consultants - we look forward to talking with you soon.

## CYBER SECURITY

We are strong believers in ensuring the highest level of cyber security at all times.

Although the security of your Habitat3 server is managed by us we do recommend that all PCs that connect to the Habitat3 service are fully protected with sufficient security software.

If you are unsure we are able to assist you. Find out more at: [www.i360cloud.net.au/cybersecurity](http://www.i360cloud.net.au/cybersecurity)

## CLIENT REVIEWS ON OUR SUPPORT

I am very happy with Habitat 3, thank you. The platform is excellent and the support is outstanding. Couldn't be happier. - Pamela Hussey, Director at Hussey and Hussey Accountants

We're very happy with the Habitat3 service and always get prompt responses to fix any problems that do arise. We're a very satisfied customer and very glad that we made the change to Habitat3. I just wish I had found Habitat3 five years ago! - Julie Staples, Tamworth Tax Team