

Rehmann Technology Solutions provides support for your IT equipment and devices. If you are having issues with your IT, there are several ways that you can reach us:



Email Us

If your matter is less urgent, but you still require assistance, please consider emailing us at support@rehmann.com. Email requests are automatically logged in as tickets. An engineer will be scheduled to assist you. Email support is available Monday through Friday, 8:00am – 5:00pm eastern standard time.



Call Us

If you have an urgent issue (e.g., workstation or server is malfunctioning and you cannot perform essential work functions, your password is not accepted, etc.), please call us at **616.222.9400**. Phone support is available 24/7.



Create a Ticket Online via the Portal

We have an option of entering your issue online through our Rehmann Technology Solutions Support Portal. This will require you to have a user ID and password to access it. If you do not have access to the portal, please request access by emailing support@rehmann.com. Once you have your User ID and Password, you can access the portal and enter tickets, track ticket status, and update tickets as needed. Portal support is available Monday through Friday, 8:00am – 5:00pm eastern standard time.

What You Need Before Contacting Us:

Rehmann Technology Solutions wants to make your experience as easy as possible. To assist with this process, please provide the following information when you contact us:

1. Your Name & Company
2. Phone number we can reach you at to assist with your issue
3. Summary of your issue
4. Impact of your issue (i.e., I'm still able to work, I cannot work, Issue is affecting multiple users, etc.)
5. Affected workstation or device (Description)
6. Any troubleshooting you have already performed (e.g., rebooted, attempted to run a fix tool, etc.)

Severity Levels

Rehmann Technology Solutions uses a Severity Level Matrix to determine the priority of service requests. To assist with understanding the Severity Levels and examples of each:

Examples

Severity Level 1: Outages affecting a server, router, switch, internet connection. Please only use immediate response communication – Please call these type of tickets in via Phone ONLY.

Severity Level 2: Outage causing an end user's PC to be completely unavailable, emergency file restore. Please only use immediate response communication – Please call these type of tickets in via Phone ONLY.

Severity Level 3: A "How To" question or the failure of a peripheral device or non-critical application issue for a singular user. Any communication form is acceptable.

Severity Level 4: Requests regarding installs, adds, removals or changes. For instance, software installations, adding or removing users, changing information in the system. Any communication form is acceptable.

Customer Satisfaction Issue

It is the goal of Rehmann Technology Solutions to provide you with a seamless, easy support process at all times, but we also understand that there may be times where a customer satisfaction issue may arise. In the event that you have a support request that is not being handled as expected, please use the following escalation process. We will review the issue within an hour (during business hours) and begin working to resolve the issue.

Option 1: Phone

If you have a customer satisfaction issue that **is critical and needs immediate care**, please call us at **616.222.9400**. Please indicate you have a ticket, provide the ticket number to the coordinator or engineer, and specify you are calling to request service escalation. The engineer will ask for certain information and escalate your issue.

Option 2: Email

If you have a customer satisfaction issue that **is not considered critical** (e.g., feedback on an experience that has already taken place), please email us at rts.customercare@rehmann.com. Please provide the following information:

1. Your Name
2. The name of the individual who experienced the issue (if different)
3. The Issue experienced and how it could have been changed to be satisfactory
4. Ticket # (optional)