MICRONET
GLOBAL

CLIENT SUPPORT

Service Desk Guide

Your guide to MicroNet Global support — anytime, anywhere.

24 / 7 · 365 DAYS A YEAR

WELCOME

Support that works the way you do.

MicroNet Global is your IT partner. Our Service Desk is here every day of the year to keep your people productive — whether that means a quick fix, a hands-on engineer, or escalating something complex behind the scenes. This guide explains how to reach us, what we cover, how we prioritise your requests, and what you can expect at every step.

24 / 7
ALWAYS ON
Phone and email cover, every hour of every day.

4 hrs
SYSTEM IMPACTED
Indicative response when work is blocked.

3
EASY WAYS IN
Phone, email, or remote session — your choice.

WHAT'S IN THIS GUIDE

01 How to access support
02 What we support
03 Priority levels and response times
04 Provisioning and account requests
05 On-site visits and escalation
06 Frequently asked questions

01 · ACCESS SUPPORT

Three ways to reach us.

Whether you prefer a quick call or want to send context with screenshots, we are ready 24 hours a day, every day of the year.

CALL US

UNITED ARAB EMIRATES

+971 800 035 704460

24 hours a day, 365 days a year. Toll-free.

EMAIL US

support@micronet.global

Reply by email any time. You'll receive a confirmation with your ticket reference.

REMOTE SUPPORT

If your issue can be resolved remotely, our engineer will request access during the call so we can take a look at your screen and fix things together.

What to include when you contact us

- Your name, company, and best contact number
- A clear description of the issue and what you were doing when it happened
- Screenshots or error messages if you have them
- How urgent it feels — for example, blocking your work or affecting a whole site

02 · COVERAGE

What we support.

Our Service Desk covers the everyday IT your business depends on. If you are unsure whether something falls inside scope, contact us anyway — we will route it appropriately.

Hardware PCs, laptops, tablets, servers	**Operating systems** Windows, macOS
Email & productivity Microsoft 365, Google Workspace	**Network & internet** Broadband, wired and wireless connectivity
Application access Business apps your team relies on	**Printing** Connectivity, drivers, troubleshooting
Remote access VPN, secure remote sessions	**Mailbox issues** Delivery problems, calendar, sharing

03 · SLA

Priority levels and response times.

Every ticket is assigned a priority level when it is logged. Priority drives response time and escalation. Here's how we categorise the work that comes in.

Priority	Type	Example	Response
P1	**Major incident**	Multiple sites or impact on trading. We send regular updates throughout.	**Immediate**
P1	**Critical**	Whole-site network or POS / card payments down, no internet, email service down.	**Immediate**
P2	**System impacted**	Cannot log on to PC, no email access, cannot print, hardware or OS issue.	**4 hours**
P3	**System not impacted**	Unable to make full use of your PC, but can still work.	**6 hours**
P4	**Service request**	Changes to existing systems.	**8 hours**
P5	**New user request**	New mailbox, network profile, distribution lists.	**48 hours**
P6	**New equipment**	Hardware, software or peripheral installation request.	**72 hours**

Note *Response time is the time to first response, not resolution. Resolution depends on the nature of the issue and any third-party dependencies.*

04 · PROVISIONING

Account requests and changes.

New users and leavers

Submit requests at **micronet.global/requests**

Authorisation from a Senior Manager or your Internal IT Department is required.

Add or remove computer logins or mailboxes

Email **support@micronet.global**

Authorisation from a Senior Manager or Internal IT Department is required. Charges may apply.

Password reset

Email **support@micronet.global**

If you cannot access your mailbox, ask a manager or your IT contact to send the request from a company email and provide a mobile number for password delivery.

05 · ON-SITE & ESCALATION

When we visit, and what to do if things stall.

On-site visits

If an on-site visit is needed, approval must be sent by email from your Primary Site Contact, Line Manager, or Internal IT Department before we dispatch an engineer.

Escalation

If you are not satisfied with the progress of a ticket, contact your MicroNet Account Manager. If they are unavailable, a MicroNet Senior Manager will take over the escalation.

06 · FAQS

Frequently asked questions.

How do I contact the MicroNet Service Desk?

We are reachable 24/7 by phone or by emailing support@micronet.global. You'll receive a confirmation email with your ticket reference once your case is logged.

What information should I include?

Your name, contact details, a clear description of the issue, and any screenshots or error messages. The more context you can give us up front, the faster we can resolve things.

How are requests prioritised?

Every request is assigned a priority level from P1 (critical) to P6 (new equipment) based on impact and urgency. See section 03 for response times.

What if I need an on-site visit?

On-site visits require approval by email from your Primary Site Contact, Line Manager, or Internal IT Department before we dispatch an engineer.

How do I request a new account or remove a leaver?

Submit your request at micronet.global/requests. Authorisation from a Senior Manager or Internal IT Department is required.

What if I forget my password?

Email support@micronet.global. If you cannot access your mailbox, ask a manager or IT to send the request from a company email and include a mobile number so we can deliver the new password.

What if I am not happy with how my ticket is progressing?

Contact your MicroNet Account Manager. If they are unavailable, a MicroNet Senior Manager will handle the escalation.

Is my information confidential?

Yes. This guide and all support interactions are confidential and governed by MicroNet's privacy and copyright policies.

We're here when you need us.

Our Middle East Service Desk team is on the line, every hour, every day.

UNITED ARAB EMIRATES

+971 800 035 704460

EMAIL

support@micronet.global

CONFIDENTIALITY & COPYRIGHT

This document is confidential and the property of MicroNet Global. Do not reproduce or use it for purposes other than those supplied, without prior written permission. MicroNet Global is not liable for errors or omissions.