Harcourts Team Group

TEAM GROUP REALTY LICENSED AGENT REAA 2008

IT SUPPORT

OFFICE NETWORK → CAN'T GET ON WIFI / FIREWALL PROBLEMS / ETC. →

- **Whole office -** Ask admin/manager to call TEAMnetwork.
- **Just you -** Call TEAMnetwork.

PRINTING → PRINTER BROKEN / I CAN'T PRINT / SCANNING ISSUES / CAN'T MAKE BOOKLETS / ETC. →

- **Whole office -** Ask admin/manager to contact Xerox's free 0800 helpline. → **Still not fixed? -** Ask admin/manager to call TEAMnetwork.
- **Just you -** Call Xerox (remote support is free). → **Still not fixed? -** Call TEAMnetwork and log a unique job number.
  Remote support - You are charged in 15 min increments at $110/h
  On-site support - You are charged hourly $110/h

YOUR COMPUTER →

- TOO SLOW / CAN'T UPDATE / CAN'T CONNECT / LOST FILES / ETC. → Call TEAMnetwork and log a unique job number.
  Remote support - You are charged in 15 min increments at $110/h
  On-site support - You are charged hourly $110/h

Note: If your issue is related to your computer (age, software, setup, etc.) the charge will go to you. If the issue is related to Team Group printers or printer networks, the charge will be for Team Group.

- EMAIL ISSUES / HARCOURTS ONE PROBLEMS / HARCOURTS WORKPLACE ISSUES / FORGOT EMAIL PASSWORD OR NEED IT RESET → Call Harcourts Help Desk
- CAMPAIGNTRACK FUNCTIONALITY ISSUES → Call/email Campaigntrack

Recommended minimum requirements for PC/laptops on our network: Windows 10 Pro, 8GB RAM, 250GB SSD.

IMPORTANT CONTACTS

TEAMnetwork
Max Cowley - 027 258 6610
Mike Houlihan - 021 894 490
Dave Lockett - 027 350 5326

0800 832 663
support@teamnetwork.co.nz

Fuji Xerox
0800 4 93769

Harcourts Help Desk
0800 477 435
helpdesk@harcourts.net

Campaigntrack
0508 222 672
harcourts.nz@campaigntrack.com