

How To Contact the IT Department

The Revolution IT Department is here to help. Did you know there are three ways to contact the IT Team for assistance?

Method 1: Email (Primary)

Sending an email to ithelpdesk@revolutioncompany.com opens a ticket on your behalf and is the best way to reach us. Tickets created via email can be submitted anytime, day or night, seven days a week. Our ticketing system filters out tickets that aren't sent from a company email address, so if your issue is preventing you from sending an email, please have a coworker or supervisor email on your behalf or use one of the methods below to submit your ticket.

Method 2: Phone

For immediate help with basic troubleshooting, call **501-440-HELP** (4357). The helpdesk is available between 7 a.m. and 5 p.m. Central Time. You can also submit a ticket for your onsite team by calling this number and speaking with a member of our support team. This is the best method to use if you have an issue that is preventing you from performing your job duties.

Method 3: FreshService Portal

The FreshService online portal at <https://deltaplastics.freshservice.com/support/home> allows you to both view your existing tickets and submit new tickets by navigating to the site and clicking the **Report an Incident** icon in the center of the page. We ask lots of questions on the form to help us resolve your issue, so please answer as many as you can. This is the best method to use if you have limited availability to work with us.

After-Hours Contact

If you have an issue that cannot wait until the next business day, such as an outage or an employee needing assistance who only works after hours, call the IT Support Line at **501-440-HELP** (4357). If our technician is unable to answer and you are prompted to leave a message, please be sure to provide your name, a brief description of the issue and most importantly, a call back number where the on-call technician can reach you. Someone will contact you as soon as possible.

Using the appropriate contact method for your situation helps us in providing you the best level of service. Thank you for your ongoing support of our team.