

Need Help with Systems and Software?

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Use the below guidelines to address your IT and software needs.

EverCommerce IT/Service Desk will address all EverCommerce related items. To submit a case/ticket, go [here](#).

This includes issues/requests such as:

- Laptop Administration
- Laptop Password
- Phones
- Headsets
- Docking Station
- OneDrive
- SharePoint
- Microsoft Licensing
- O365 installation
- O365 email

Bold Group Infrastructure Team will address concerns, issues and questions regarding, but not limited to:

- GoTo Meeting/ GoToAssist
- Fortinet/Forticlient/OVPN VPN
- SedonaASP/BoldGroup.INT/AlarmBiller Server(Domain) Credentials
- SedonaASP/BoldGroup.INT Server Issues and Database/Backup Inquiries
- Whitelisting/Networking/Permissions Access to BoldGroup Hosted Servers
- Mandrill Email Support
- DUO MFA

To get the above issues addressed, submit a case via Salesforce and transfer it to Infrastructure or send an email to ithelp@boldgroup.com which will automatically create a case.

For customer issues:

- Alarm automation hosted issues, send Salesforce case to the SaaS queue.
- Business management hosted issues, send Salesforce case to the Cloud/IT Services queue.