Safetynet IT

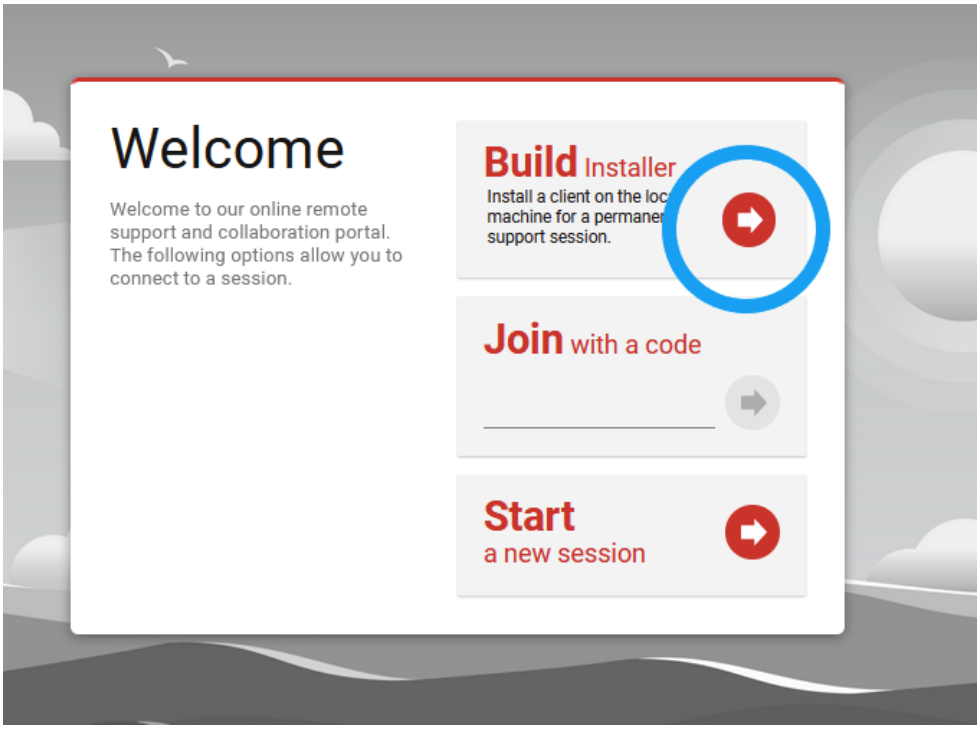
- How to install Safetynet IT Remote Support
- Remote support with a code
- Contact the helpdesk
- Accessing the customer portal
- Customer Portal: Onboarding new users

How to install Safetynet IT Remote Support

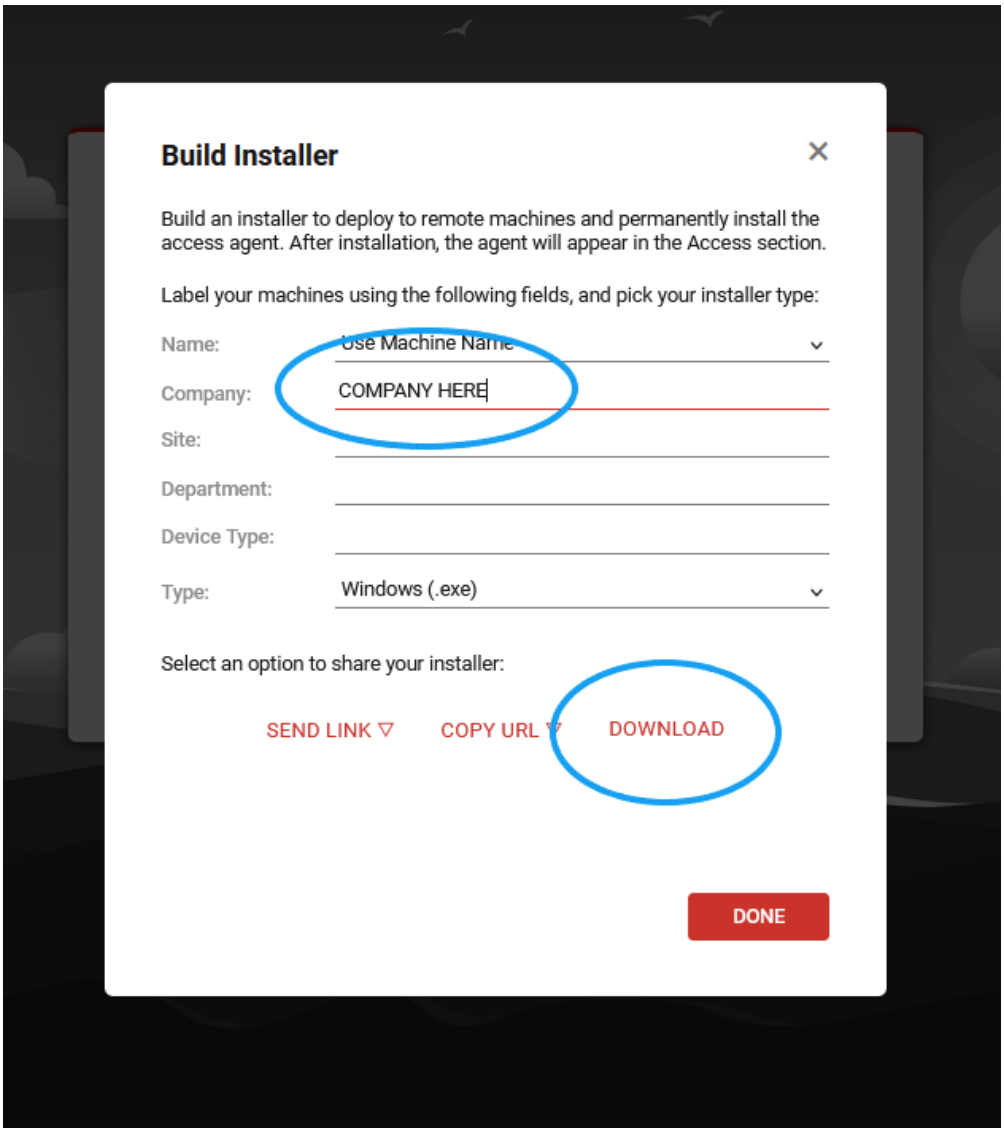
Go to

https://remote.safetynet-it.com/

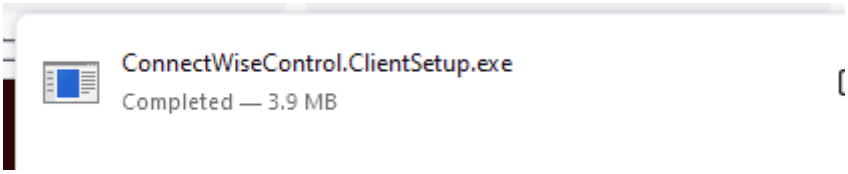
Click the arrow to Build Installer



Add in the Company and click Download:

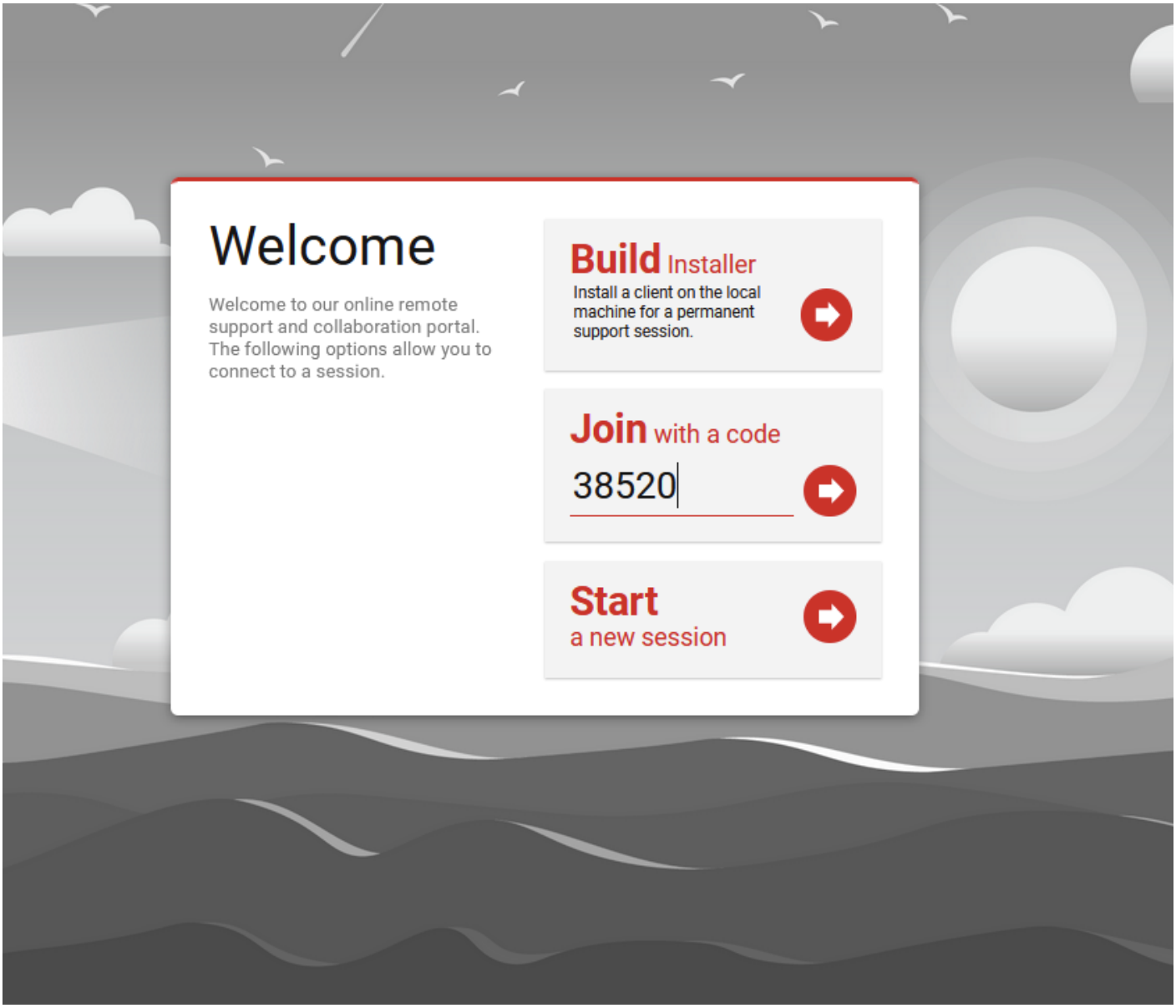


This will download the file to install. Open and install it:



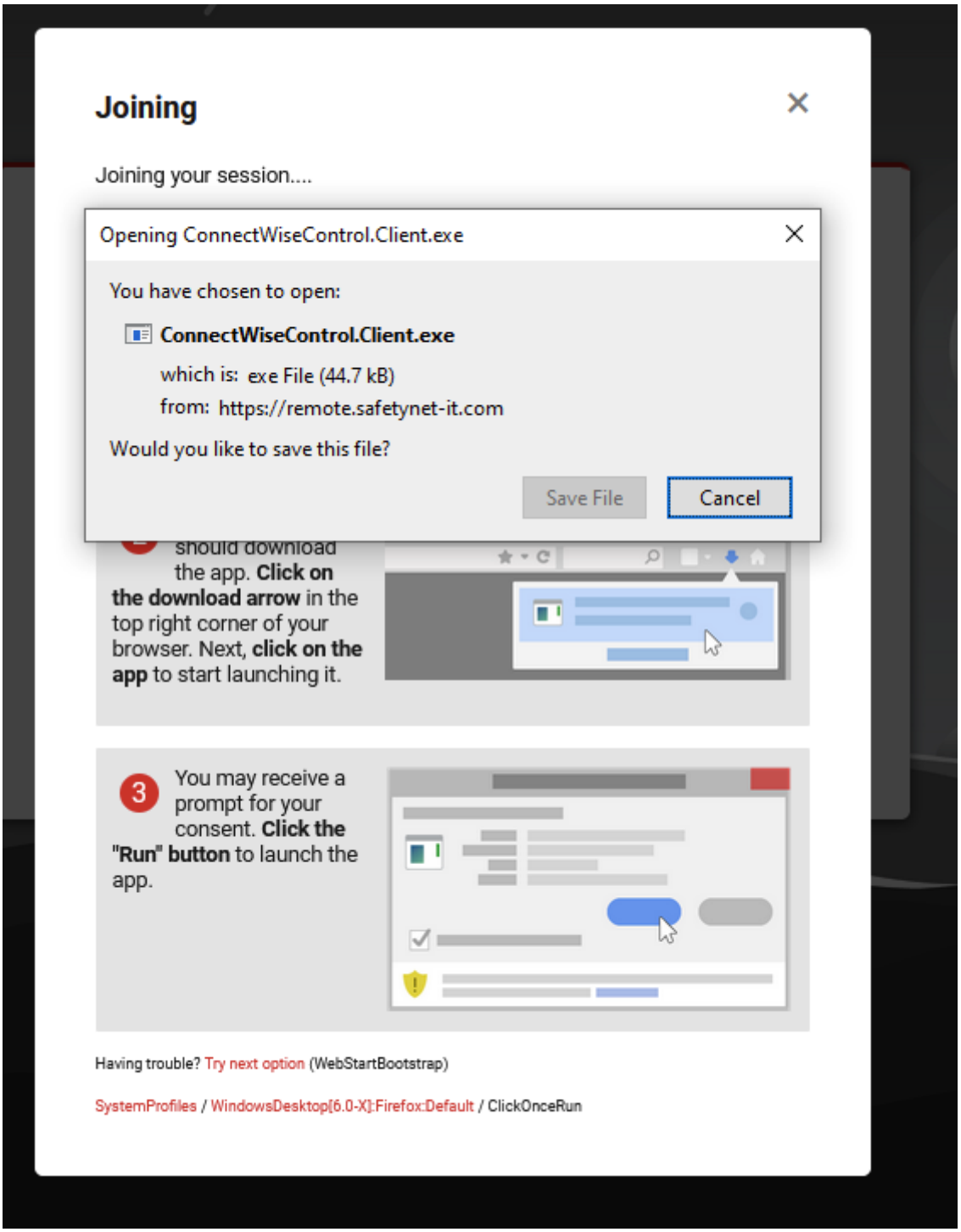
Remote support with a code

Go to https://remote.safetynet-it.com

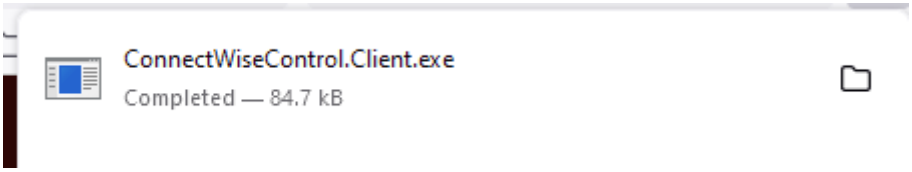


Enter the code and click the arrow the right:

Double click Save:



Launch the app:



Contact the helpdesk

If you need help or wish to raise a support request, you can contact the SafetyNet IT team using any of the methods below.

□□ Email

Send us a message at

support@safetynet-it.com

This will automatically create a support ticket, and one of our engineers will respond as soon as possible.

☎ Phone

Call us on **(+44) 0333 305 8224**
□□ Available **Monday to Friday, 8:30 AM – 5:00 PM**

If your issue is urgent (for example, you cannot log in or access business-critical systems), please call rather than email.

□□ Support Portal

If you have a portal account, you can log in to:

□□ https://service.safetynet-it.com/portal/home

From the portal you can:

- Raise new tickets
- View updates on existing tickets
- Review your company’s open requests

Accessing the customer portal

Logging in

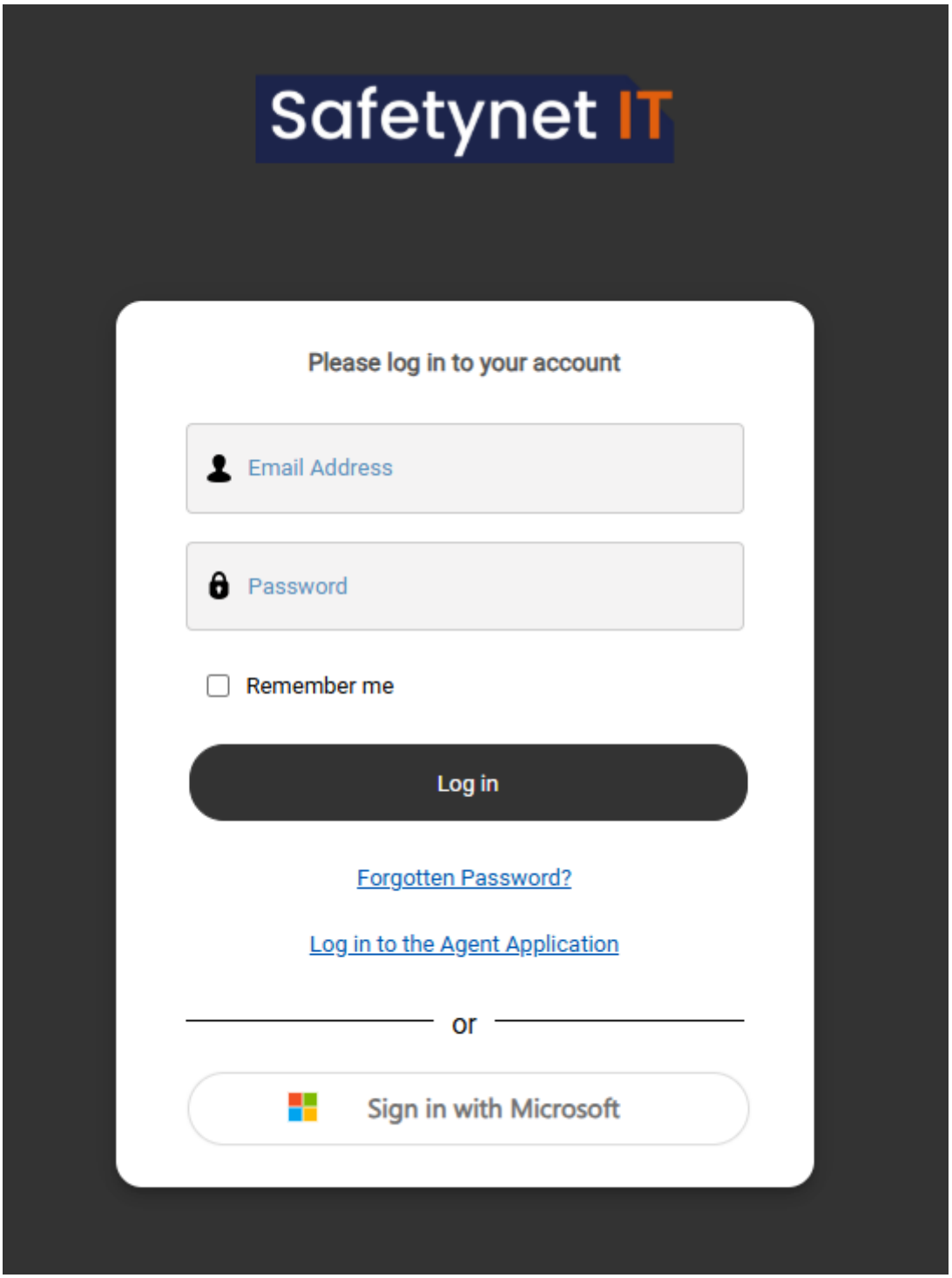
Access the customer portal at:

https://service.safetynet-it.com/portal/home

You can sign in using either:

- Single Sign-On (SSO) with Microsoft 365, or
- An email address and password

> If you are unable to log in, please raise a support ticket by emailing or calling the help desk.



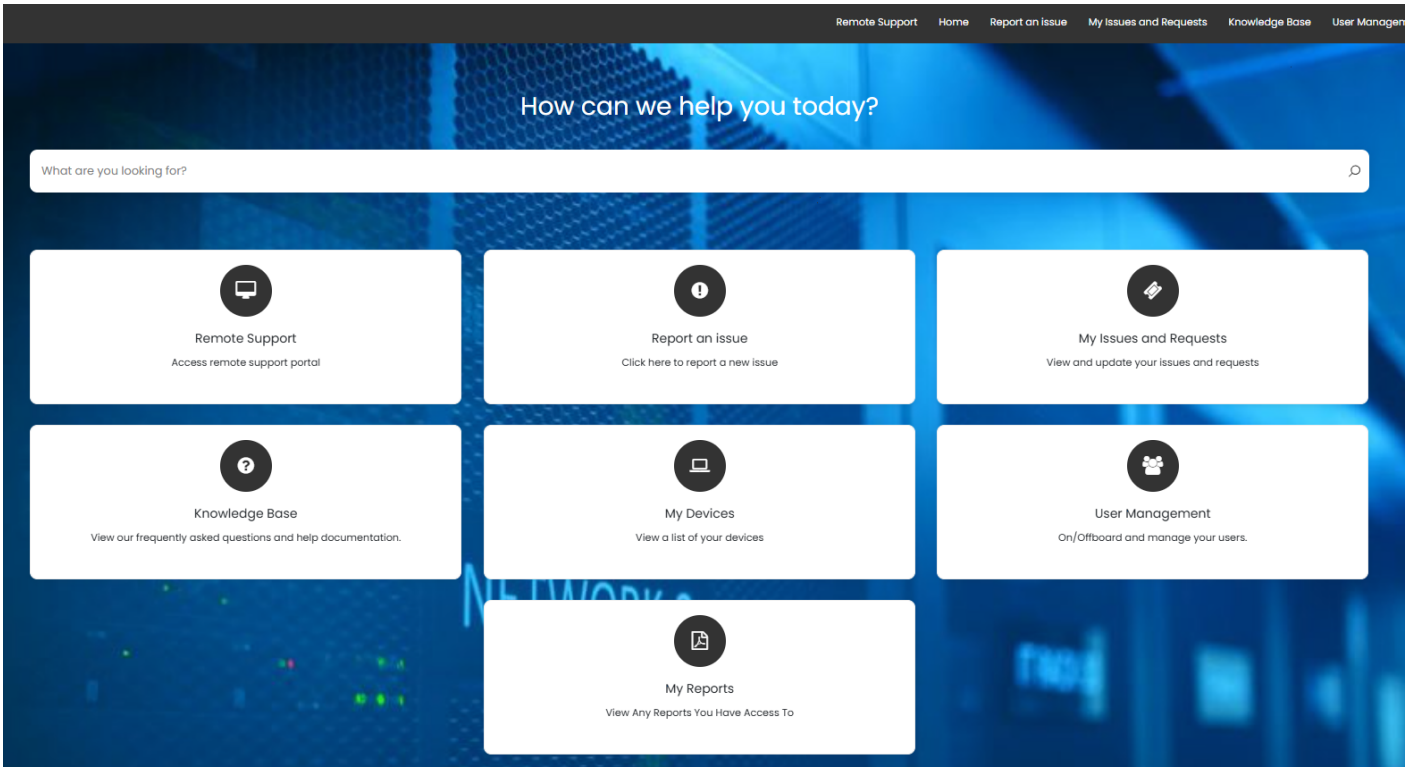
Using the portal

Once logged in, you can perform a range of actions depending on the level of access assigned to your account. These may include:

- Raising a new support ticket
- Viewing and tracking your open tickets

- Accessing available reports
- Viewing device and asset lists
- Submitting special requests such as staff onboarding or offboarding (onboarding and offboarding guides)

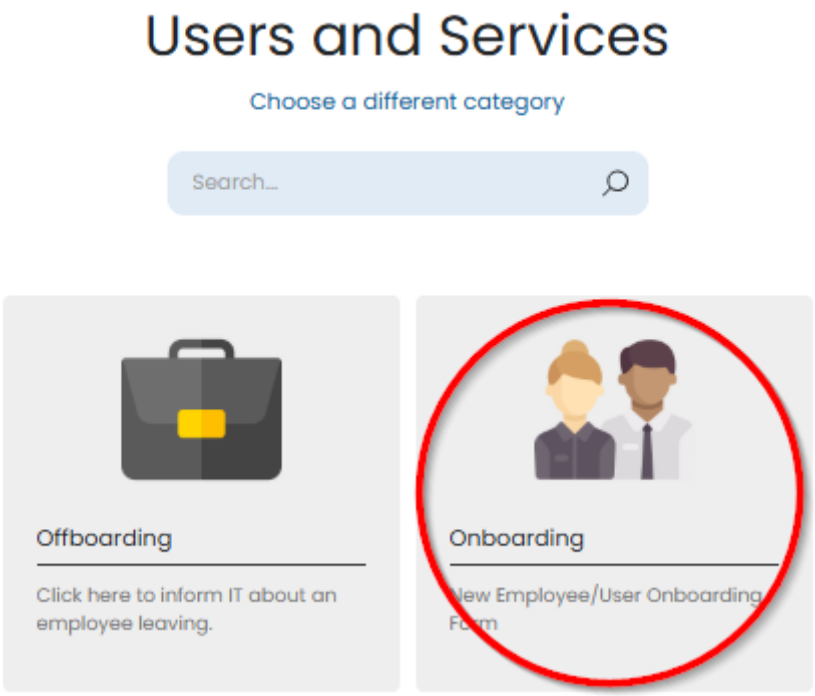
The options and data visible to you are based on your permissions.



Customer Portal: Onboarding new users

Onboarding a new employee

- Log in to the portal
- Navigate to **User Management**
- Select **Onboarding**



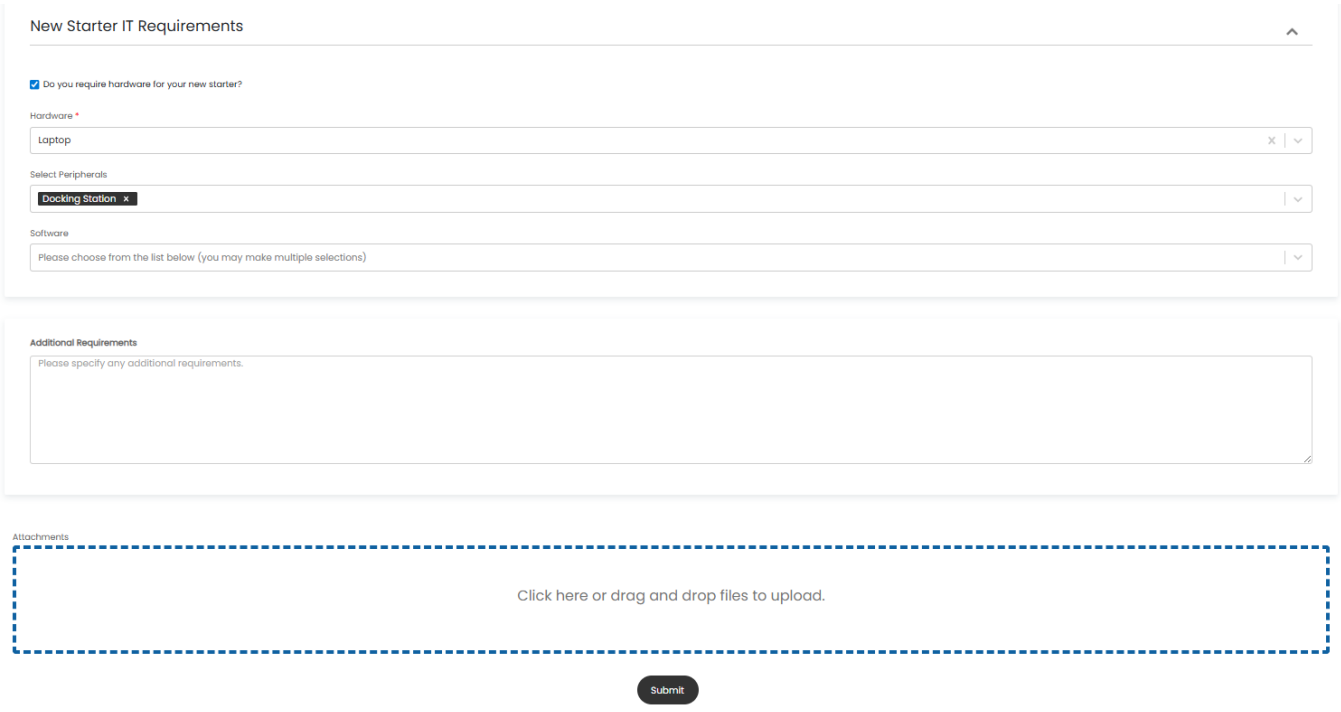
You will be presented with a form to capture details for the new employee.

- Some fields are mandatory
- Other fields are optional and can be used to provide additional information or special requests



You can also request:

- New hardware
- Software access
- Any other requirements the user needs before their start date



Once all information has been completed, select **Submit**.

This will automatically raise a support ticket, and our support team will begin processing the request.

> **Important:** Please submit onboarding requests as early as possible. Requests submitted within 72 hours of a user’s start date may not be processed in time.