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

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