



SFT Remote Scheduling Procedure

Revised 11/09/23

We understand the importance of efficient and convenient remote tech sessions. To ensure a smooth and productive experience, we have developed a clear scheduling procedure to assist in setting up these sessions.

Scheduling Process:

1. A ticket must be opened (by the customer or tech) before scheduling a remote session.
2. Technician will initiate the coordination of scheduling a remote session through the open ticket.
3. Upon finalizing the coordination, our SFT technician will promptly send a calendar invitation to your email. Kindly acknowledge and accept the invitation upon receipt.
4. Our remote tools include Microsoft Teams, Splashtop, and/or a phone call. The technician will specify the tools used before the session starts.
5. If customer or technician is running behind, please respond to the calendar invite. If a session needs to be rescheduled, please respond to the calendar invite ASAP.
6. Technician will use Microsoft Teams to initiate the session. If a technician sees that a phone call is needed, we will use the preferred communication method in our documentation. If you want to update your contact information beforehand, please send the information to the technician.

Availability:

We are available Monday through Friday 6:30 am to 6:30 pm. The first Session is a 30-minute minimum, and follow-up sessions are 15 to an additional 30 minutes. Time may extend beyond this period due to computer reboots, devices connecting to our support software, and other unforeseen delays. Time Zone Considerations: If NOT in MST Mountain Time please Indicate your local time zone when suggesting the session time.

Active Participation:

Be available and engaged during the session, ready to follow instructions or provide necessary information.

Communication and Feedback:

- 1) Clearly communicate the estimated time you have for the session completion, if you don't have the initial 30min or follow up time please let us know.
- 2) Clearly communicate any concerns or questions you may have during the session.

*After the session, feel free to provide feedback to help us improve our service.
Click on your IT Support App > Click > "How we are doing?"*