



Message Envy Service Desk Contact Guide

This guide has been constructed by the Message Envy IT Department to shorten time to resolution for all Message Envy locations' IT issues. The points of entry for support are the ticket system, and the IT support phone line. This guide will take you through the details.

Non-emergency Message Envy Service Desk Support

For all non-emergency related issues and general support items, the first step should always be to submit a ticket at service.massagenvy.com (Service Desk). Tickets are completed by priority first (business is impeded and/or message left in the non-emergency ticket escalation voicemail with the ticket number) and then in the order they are received. Please note that due to the high volume of tickets, not all issues can be responded to the same day. To submit a Service Desk ticket, follow the steps below.

Submitting a Service Desk Ticket

1. To submit a Message Envy Service Desk ticket through Service Desk, go to:
 - a. <http://servicedesk.massagenvy.com>
 - b. Username is the location email (Ex. clinicxxx@massagenvy.com)
 - c. Password will be in your location email. If not, go to the web page and select the "Forgot Password" link under the sign-in button
 - d. Complete all fields, being as detailed as possible, and Click on the *New Request* button.
2. If you need to submit a document such as a report, you may attach it at the right of the screen using the Attachments button. You can also drag and drop the file from your PC into the body of the ticket. Please **do not** enter any sensitive information such as credit card number, social security number, passwords, etc.
3. When creating a ticket, please be as specific as possible. Always include the client name, date of transaction or service and any other information needed to fully understand the issue. Tickets should be submitted by franchisees or Managers when possible.
4. Once the ticket is submitted, the location will receive a confirmation email. Replies to that confirmation email will post to the ticket. Any updates to the ticket will trigger an email to listed recipients.

Support by Phone (480-366-4123) and Emergency support

Please call the Message Envy IT Support Line at **480-366-4123** to engage with the various support channels involved with supporting Message Envy locations. The menu items may change but the following support avenues are offered.

Regular Business Hours(Weekdays) 6:00am to 5:00pm AZ time

Regular Business Hours(Weekends) 7:00am to 4:00pm AZ time

1. iPad and ME App support

Tier 1 iPad support is provided by One Source and escalated support is provided by the Message Envy Service Desk.



2. Emergency and Non-Emergency – Massage Envy Service Desk

Select this option if you have a business-critical impacting emergency issue. If you do not reach a live technician, leave a voicemail with the following:

- Location name and Location number
- Brief description of the issue
- Contact name and phone number

Business-critical impacting emergency issues will be responded to within one hour.

If you have opened a non-emergency ticket at servicedesk.messageenvy.com and would like to have it escalated, please include the following with your voicemail.

- Ticket number
- Location name and location number
- Brief description of the issue
- Contact name and phone number

That voicemail will trigger an escalation and the ticket will be addressed within one business day.

After-hours(Weekdays) 5:00pm to 6:00am AZ time

After-hours(Weekends)4:00pm to 7:00am AZ time

1. iPad and ME App support

Tier 1 iPad support is provided by One Source and escalated support is provided by the Massage Envy Service Desk.

2. Emergency & Non-emergency IT support

If you have opened a non-emergency ticket at servicedesk.messageenvy.com and would like to have it escalated, an option is provided to leave a voicemail. Please include the following with your voicemail.

- Ticket number
- Location name and location number
- Brief description of the issue
- Contact name and phone number

That voicemail will trigger an escalation and the ticket will be addressed within one business day. Business-critical impacting emergency issues will be responded to within one hour.

Escalations

If you have escalated a non-emergency issue and not received a response within one business day, or left an emergency voicemail and not received a response within one hour, please email servicedesk@messageenvy.com.

