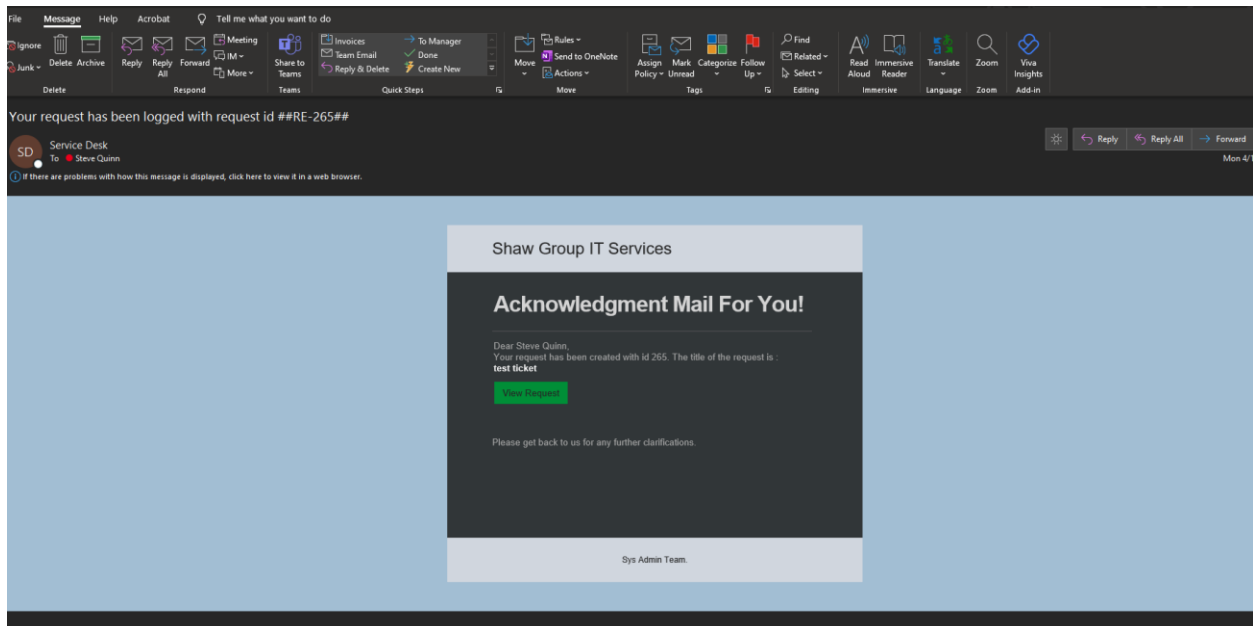


Submitting a Request to IT

Email

For regular requests, please contact us using the email address servicedesk@shawgroup ltd.com. This will automatically generate a ticket in our new ticketing system and you will get an email acknowledgment. Please be as clear as possible in your e-mail as to the nature, and impact, of the technology issue so that we can prioritize accordingly.



This ticket will then be reviewed and assigned to one of the team for resolution.

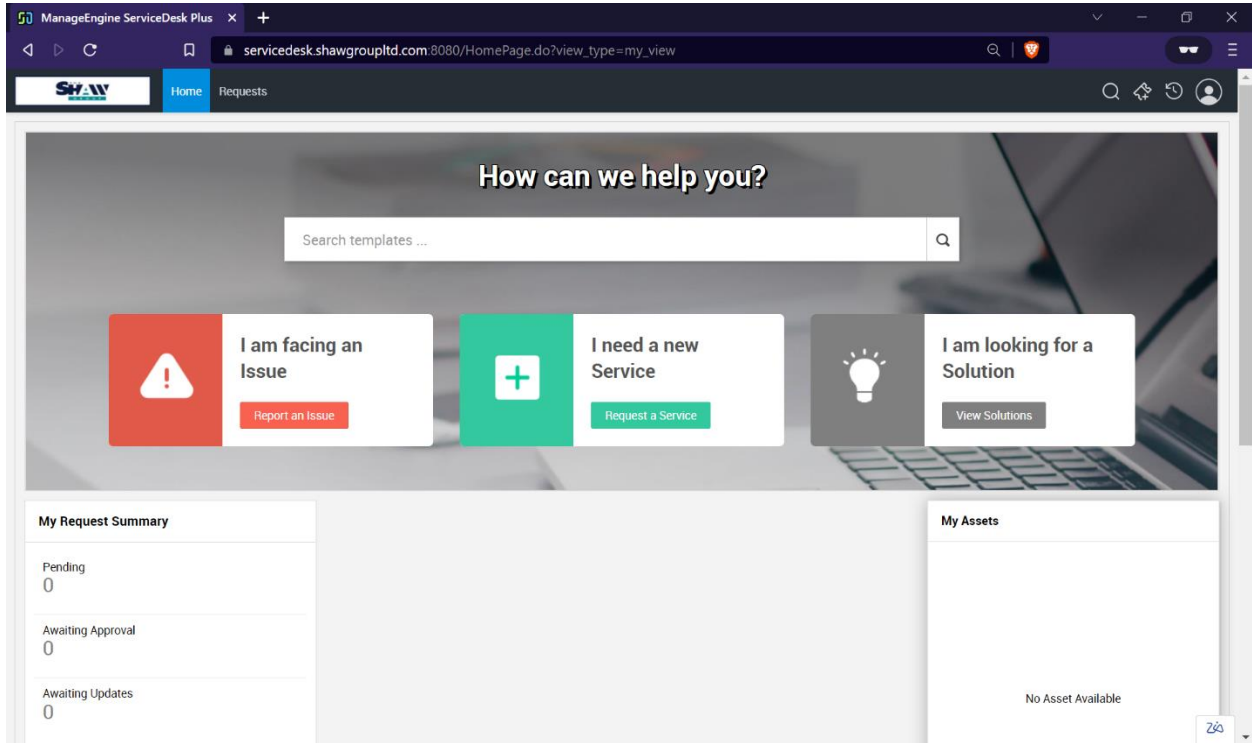
Emergency Phone Line

If there is a time sensitive technology emergency, please call **1-886-Shaw ITS (742-9487)**. This number will ring through to one of the team who will pick up the call and assist. This number is available 24x7 and should be used when assistance is required right away, such as an IT issue is causing an immediate work stoppage, or a customer facing system is down stopping sales. For us to be able to make progress on the many other IT issues, we do ask that this number be used for the more critical issues.

Web Portal

All staff can also visit servicedesk.shawgroup ltd.com to visit their own individual help portal. The portal has been integrated with our logins, so if you are prompted to login use your

regular network login to access your portal. Again, please be as clear as possible in your web portal submission as to the nature, and impact, of the technology issue so that we can prioritize accordingly.




From here you can create tickets as well as view and update existing tickets.

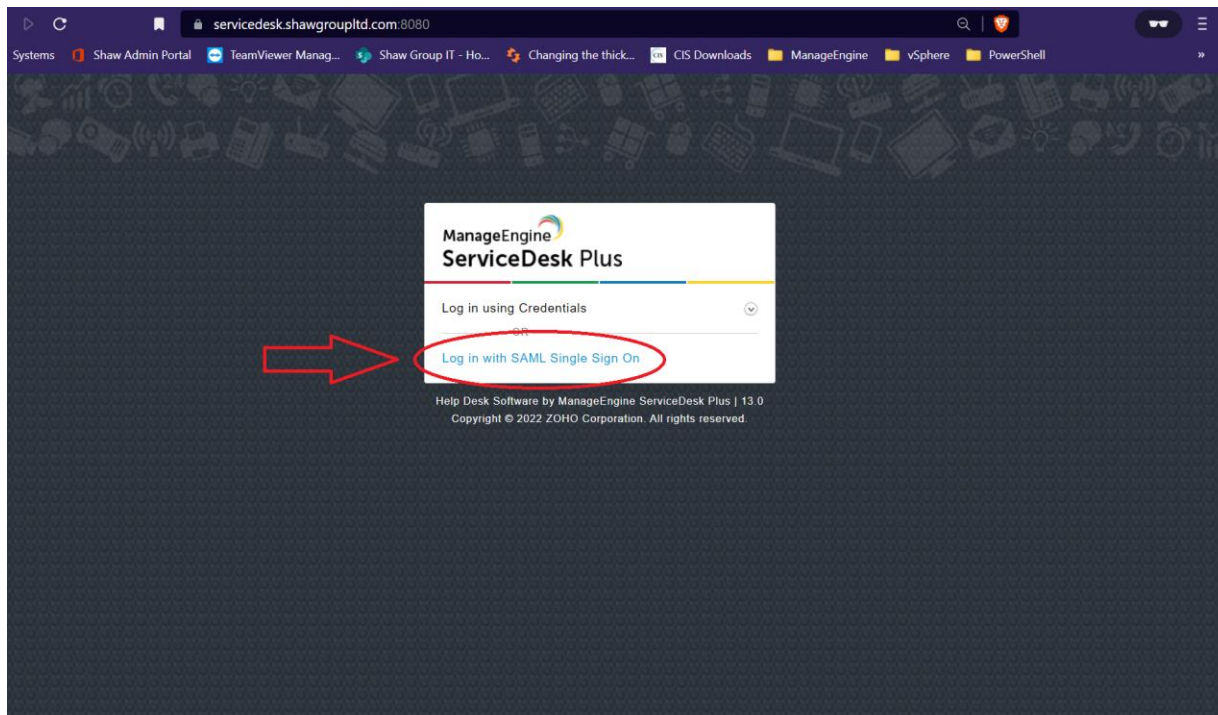


We are also sending around new stickers with our contact info. Please use these to cover the existing Bulletproof stickers (or anywhere really) on your systems so that you have our contact info front and center when you need it.



To check on the status of your request(s), click the icon on your desktop  , and then click on

the link “Log in with SAML Single Sign On”. You can also click this link servicedesk.shawgroup ltd.com to view your ticket status as well.



If anyone has any questions or concerns about this, or any IT related issue please feel free to reach out to discuss with me directly.

Thanks
Steve



Steve Quinn
Director of IT Operations

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