How do I contact ADITS?

You can contact us in one of the following ways:

Phone - 1300 361 984
Website – www.adits.com.au
Technical support – helpdesk@adits.com.au
Thread/Teams chat

How do I contact ADITS after hours, on public holidays and over the Christmas break?

To contact us outside of normal business hours, simply call us on 1300 361 984.

Who are my main contacts?

Your Account Manager
Your Service Coordinator

Who do I contact with an invoicing or accounts issue?

Your Account Manager

What do I do if a security incident occurs?

If you encounter a security incident, log a ticket urgently and provide photos/screenshots where possible. Be sure to provide as much information as you can. Once the ticket has been logged, phone us to ensure we have received all the information and to answer any important questions we may have.

How do I log a support ticket?

Support tickets can be logged in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984
Thread/Teams Chat
User portal

Be sure to include the following details:

Your name
The name of the company you work for
Affected user's name
Affected user's device ID
Affected user's phone number
Affected user's email address
Details of the issue
How many users are affected
How the issue is impacting the user/s

How do I re-open my support ticket?

Support tickets can be re-opened in the following ways:

Email – helpdesk@adits.com.au (reply to the ticket and request for it to be re-opened)
Phone – 1300 361 984 (reference the ticket number you would like to be re-opened)
Thread/Teams chat (reply to the ticket and request for it to be re-opened)

Be sure to include the following details:

Details of the continued issue
How many users are affected
How the issue is impacting the user/s
Ticket number of the ticket you would like to re-open

How do I request an escalation to my support ticket?

Escalations can be requested in the following ways:

Email – helpdesk@adits.com.au (reply to the ticket requesting an escalation)
Phone – 1300 361 984 or contact your Service Coordinator directly

What is your policy regarding closing tickets when I am unable to be contacted?

We will contact you to discuss your ticket. If, however, we have contacted you 3 times without a response, we will then close your ticket and advise you of its closure. If you wish to discuss the ticket after it has been closed, you are welcome to contact us and we will reopen the ticket.

How do I request adding a new user?

New users can be requested in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984

Be sure to include the following details:

Your name
The name of the company you work for
New user's full name
New user's job title
Requested email address
Email groups to be added to
Computer hardware
Software required
Mapped drives/folders required
Printers required
Other requirements/comments

How do I request offboarding a user?

Offboarding a user can be requested in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984

Be sure to include the following details:

Your name
The name of the company you work for
Your phone number
Your email address
The user's name you would like to offboard
The user's device ID you would like to offboard
Date of when you would like the offboarding to be completed

How do I request a form to be created/amended (for new user and offboarding)?

A form can be created/amended in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984
Thread/Teams Chat

Be sure to include the following details:

Your name
The name of the company you work for
The type of form you would like created – eg: new user, offboarding
Additional information you would like included in the form

How do I request the decommissioning of a device?

Device decommissions can be requested in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984
Thread/Teams Chat

Be sure to include the following details:

Your name
The name of the company you work for
Your phone number
Your email address
Device ID of the device you would like decommissioned
Is the decommissioned device being replaced?

How do I request new hardware?

New hardware can be requested in the following ways:

Email – helpdesk@adits.com.au
Phone – 1300 361 984
Via your account manager

Be sure to include the following details:

Your name
The name of the company you work for
Your phone number
Your email address
The hardware you would like to purchase
User's name & device ID of which the hardware is for (if applicable)
Timeframe/date of when the hardware is required by
If the new device is replacing one you want decommissioned