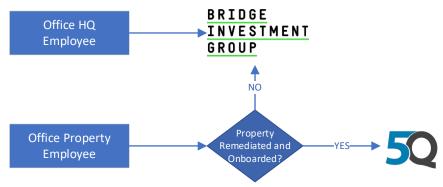
#### I am an...



## **Property Support Identification**

Please click here and use this spreadsheet to identify whether your property has been remediated or not.

## **5Q Support Overview**

If you are located at a property, 5Q is your primary IT support provider for any issues regarding PCs, Network, etc.. Please call 5Q directly. If for any reason Bridge IT must help the request, 5Q Support will reach out to them on the end-user's behalf to ensure your ticket is followed through to resolution. Below are a few tips to help you reach the 5Q Support team.

#### First Method: Email

Send email to <u>support@5QCloud.com</u>

#### Second Method: Phone

• Call support number: 470-299-9542

## Service Desk – Hours of Operation

• Normal Business Hours: 8AM – 8PM EST

• After Hours\*: 8PM – 8AM EST, Weekends & Holidays

#### **Escalation Contacts**

• Shane Riggio: <a href="mailto:shane.riggio@5QCloud.com">shane Riggio: shane.riggio@5QCloud.com</a>

• Trey Eiland: trey.eiland@5QCloud.com

# Onboarding New Property Staff Hardware and Software

As part of the onboarding HR checklist, Bridge Office HR [Kelsey Meyer] will email the appropriate Access
Request Forms (attachment) to primary support provider (5Q).

## BRIDGE INVESTMENT GROUP

# **Bridge IT Support Overview**

If you are located in a corporate office, Bridge IT is your primary IT support provider for any issues regarding PCs, Network, etc.. Please contact Bridge IT directly. Below are a few tips to help you reach the Bridge IT Support team.

First Method: Portal

• <a href="https://bridgeprod.service-now.com/sp">https://bridgeprod.service-now.com/sp</a>

Second Method: Email

Send email to <u>servicedesk@bridgeig.com</u>

Third Method: Phone

• Call support number: (801) 996-7505

Service Desk – Hours of Operation

Normal Business Hours: 8AM – 6PM MT

• After Hours: No Support

**Escalation Contacts** 

• Brett Cobbley: <u>brett.cobbley@bridgeig.com</u>