



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 support@5QCloud.com

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: shane.riggio@5QCloud.com
- 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 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

- <https://bridgeprod.service-now.com/sp>

Second Method: Email

- Send email to servicedesk@bridgeig.com

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: brett.cobbley@bridgeig.com