

Common IT questions

Who should I contact for IT support if I have issues?

IT ServiceDesk

You should have any IT issues, we would ask that where possible you email in your request, only telephoning in if you cannot access email or it is an urgent matter. Unsurprisingly, current demand on the team is high and response times will take a little longer than normal.

Email: itservicedesk@pinnaclegroup.co.uk

Telephone: 01245 455150

I don't normally work from home, I've been told to log in over the VPN, how do I do this, I don't VPN in the office?

A VPN connection is a Virtual Private Network connection. Think of it as a secure tunnel from your laptop into the corporate network. Something you only need to use when outside of the office.

Logging in to your device over VPN not only allows you to access network resources and work in a more secure environment, it allows us to apply the latest policies, windows and security updates and support your device more easily. WIN/WIN!

[How to logon over VPN](#)

PHISHING - I think I have received a suspicious or Phishing email what should I do?

Phishing emails can look very genuine. If you think an email is suspicious do not click on any links or respond to the email. Instead contact the Pinnacle IT service desk immediately.

If you have clicked on a link and then realise it maybe phishing email, change your password immediately and contact the Pinnacle IT service desk.

Please read our useful guide to [Spotting and dealing with Phishing emails](#)

How do set up collaborate using MS Teams, setup MS Teams meetings and utilise the other tools Office 365 has to offer?

Please refer to our extensive [Training Library](#) for guides and videos on how to make the best of the Office 365 collaboration tools.

How can I set a voicemail message or divert calls from my desk phone?

The Mitel handsets have a wealth of features to make life easier and keep you connected. Please take a look in our [tech tip library](#) or the [Mitel quick reference guide](#)

If your handset is not Mitel, please search for the relevant user guide on the internet. If you still have problems, please email itservicedesk@pinnaclegroup.co.uk

How do I reset my Windows password, the IT ServiceDesk are reluctant to do it when I call?

Last year we implemented a self-service password reset tool. All staff were encouraged to sign up to enable them to do it themselves. The real benefit of this is that you can reset your password in minutes once registered, leaving the ServiceDesk team to resolve more technical issues.

[Register for the self-service password reset tool](#)

Other useful resources

There is wealth of useful information available on the [IT section of the intranet](#). Check out our [Training library](#) and [Knowledge base](#) for tech tips on various items including Office 365 collaboration tools, Mimecast, what to do if you receive a [suspicious email](#) and much more...