



Contacting the Help Desk

BLS Technologies' Help Desk is designed to provide you with professional and courteous customer service, expert problem resolution and unparalleled peace of mind. We like to be flexible, so we've established several means for you to get in touch with our certified technicians when you need any help.



Contact the Help Desk via Phone

Our technicians are available via phone between the hours of [0800-1800], and can be reached at 1-866-520-6414.



Contact the Help Desk via Email

Technicians can be contacted via email at this address: HelpDesk@itsupport247.net



Contact the Help Desk via Web Chat

The Help Desk can also be contacted via web-based chat. To activate a chat session, simply right-click on your system tray icon and select 'Help Desk Support'.

When you click on the Help Desk Chat option, a request screen will pop up. Fill in your first and last name, email address, and phone number, and click the "remember my information" checkbox if you'd like the same information to auto-populate in future chat requests.

If you've previously contacted the Help Desk regarding the issue you're experiencing, make sure to check off the final checkbox on the form. This will prompt our technicians to look for previous information and tickets relating to the issue.

To begin the chat, simply click 'Initiate Chat'. The chat application will then be downloaded to your machine; when the chat session has finished, you'll be prompted with a brief survey asking you to evaluate the session.

