SILVERADO TECHNOLOGIES | CLIENT GUIDE

Welcome to a better way to work with IT.

This guide explains how to get support, who to contact, what to expect from our teams, and how we can work together to keep your technology reliable and secure.

1

Technical problem?

Contact the Service Desk so your request can be tracked, prioritized, and assigned.

2

Planning a change?

Talk with your Account Manager before dates, purchases, or vendor commitments are finalized.

3

Something suspicious?

Stop, do not interact with it, and contact the Service Desk immediately.

SECTION 1

Welcome to Silverado Technologies

Reliable technology, practical guidance, and security that supports how your organization works.

Welcome to Silverado Technologies. We're excited to partner with you and your team.

Our goal is simple: **keep your technology reliable, secure, and aligned with the needs of your organization.** That means helping employees when something is not working, protecting your environment, planning for technology changes, and helping leadership make informed IT decisions.

This guide explains how to work with Silverado, how to request support, what to expect when you contact us, and how we can work together effectively.

> **Our promise:** Empower and protect, from the mouse to the cloud.

SECTION 2

Meet Your Silverado Team

You only need to know where to start. We will handle the internal routing.

Service Desk

Your primary resource for day-to-day technical assistance, including computer, application, password, email, Microsoft 365, connectivity, printer, and security concerns.

Account Manager

Your primary contact for the overall relationship, technology planning, recommendations, licensing, budgeting, service reviews, agreement questions, and upcoming business changes.

Professional Services

Handles larger initiatives requiring dedicated planning and engineering, such as network replacements, Microsoft 365 migrations, office moves, infrastructure upgrades, and major security implementations.

Not sure where to start?

Use the **Service Desk for technical or support needs**, or contact your **Account Manager for planning, service, or business-related questions**.

SECTION 3

How to Get IT Support

Starting with the Service Desk creates visibility and helps us respond consistently.

When you need technical help, the best place to start is the **Silverado Service Desk**. Submitting a request creates a ticket so your issue can be tracked, prioritized, assigned, and resolved.

> **Silverado Technologies Service Desk**
> **Phone:** (520) 903-1580
> **Email:** service@silveradotech.com
> **Website:** silveradotech.com

Include these details

- **What are you trying to do?** Describe the task or expected result.
- **What happened instead?** Include error messages or unusual behavior.
- **Who is affected?** One person, several people, or the entire organization?
- **When did it start?** Is it new, intermittent, or recurring?
- **Can you include a screenshot?** Screenshots are especially helpful for errors and unusual messages.

> **Please use the Service Desk.** Directly messaging an individual technician may delay support because the request may not be visible to the rest of the team. A ticket allows another technician to assist if your usual contact is unavailable.

Silverado End User Portal

The Silverado End User Portal gives you another way to submit support requests, review ticket activity, and access information available to your organization.

Each organization has its own End User Portal address. Silverado will provide your organization's portal link during onboarding. **Bookmark that address for future use.** If you do not know your organization's portal address or cannot sign in, contact the Silverado Service Desk.

Support Tickets in the Portal

Depending on your assigned access, the portal can be used to:

- **Submit a new support ticket** by selecting the appropriate issue category.
- **Review existing tickets**, including ticket number, summary, status, priority, and recent activity.
- **Search ticket history** using information such as ticket number, summary, status, or date range.

What you can see depends on your assigned access. Some users may only see their own tickets, while authorized users may have broader visibility into their organization's tickets and other information.

For urgent issues or significant service interruptions, call the Silverado Service Desk rather than relying only on a portal submission.

Additional Portal Features

Depending on your access and your organization's configuration, the portal may also provide access to:

- Invoices and payment information
- Projects and project activity
- Assets associated with your organization
- Agreements and applicable usage information
- Quotes
- Knowledge Base articles
- Portal user management for authorized users

Invoices & Payments

Authorized users can review company invoices and payment status in the portal. Invoices can also be opened for printing or saved as PDF.

Payments are processed through Wise-Pay. When you select the payment option for an invoice, follow the Wise-Pay prompts to complete your payment.

Managing Portal Users

Authorized portal administrators may be able to add users and manage their portal access. Available roles control what information each user can see and what actions they can perform.

Need Help With the Portal?

Contact the Silverado Service Desk if you do not know your organization's portal address, cannot sign in, cannot submit or view a ticket, believe you need access to something that is not displayed, or have another question about using the portal.

SECTION 4

How Our Service Desk Works

Every request follows a visible process from intake through resolution.

1. **We receive your request**
   Your ticket enters our service system and is reviewed for issue type and impact.
2. **We prioritize it**
   Priority considers business impact, urgency, number of users affected, and whether employees can continue working.
3. **A technician works with you**
   We may request details, remotely connect, schedule time, or troubleshoot behind the scenes.
4. **We keep the ticket updated**
   Communication and troubleshooting are documented so other technicians can assist when needed.

5 **We resolve the issue**

Once addressed, the work is documented and the ticket is resolved.

Help us keep things moving: respond when we request information or scheduling. If an issue returns after closure, let us know so we can investigate whether it is part of a larger recurring problem.

SECTION 5

Urgent & After-Hours Support

Urgency is based on business impact, not only inconvenience.

Examples of urgent issues may include a widespread network or internet outage, multiple employees unable to work, a critical business system being unavailable, a suspected account compromise, or another major interruption with significant business impact.

> **If the issue is significantly affecting operations, call the Service Desk rather than relying solely on email.**

When contacting us after hours, provide:

- Your name and organization
- A callback number
- The affected system or service
- How many people are affected
- How the issue is affecting the business

After-hours support is intended for issues that cannot reasonably wait until the next business day. Other requests can still be submitted and will be addressed during normal business hours.

SECTION 6

Working With Your Account Manager

The best technology outcomes usually begin before the purchase, promise, or deadline.

While the Service Desk handles day-to-day technical support, your Account Manager helps you look further ahead. Technology works best when we can plan for changes instead of reacting to them.

Plan ahead

Discuss hardware and software lifecycles, Microsoft licensing, cybersecurity recommendations, budgets, projects, and service questions.

Tell us early

Involve your Account Manager before office moves, major hiring, new software, provider changes, compliance initiatives, or other technology-dependent changes.

The earlier we are involved, the more effectively we can identify requirements, costs, dependencies, and realistic timelines.

SECTION 7

Projects & Technology Changes

Larger changes need deliberate scope, scheduling, testing, and handoff.

Requests requiring significant planning, engineering, coordination, or environmental change may be handled as a Professional Services project. Examples include network replacements, server installations or migrations, Microsoft 365 migrations, office relocations, large computer deployments, major security changes, and new business application implementations.

1. **Understand the need**
   Clarify the business outcome.
2. **Define the scope**
   Identify Silverado, client, and third-party responsibilities.
3. **Identify dependencies**
   Confirm equipment, licensing, vendors, approvals, access, and prerequisites.
4. **Schedule the work**
   Coordinate appropriate resources and a realistic timeline.
5. **Implement, test, and transition**
   Complete the work, validate results, document the environment, and transition it into ongoing support.

Please involve Silverado before committing to implementation dates. Procurement lead times, engineering capacity, licensing, vendor dependencies, technical requirements, and testing can all affect the schedule.

SECTION 8

Security & Your Responsibilities

Security tools matter, but prompt reporting and good judgment remain essential.

Protect your account

- Never share your password.
- Use unique passwords and approved password-management tools.
- Never approve an unexpected multi-factor authentication request.
- Contact the Service Desk about authentication requests you did not initiate.
- Report a potentially compromised password or account immediately.

Be cautious with email

Be especially careful with unexpected attachments, banking or payment changes, unsolicited password resets, unfamiliar Microsoft 365 prompts, urgent requests, gift cards, confidential information, or messages that appear to come from someone you know but feel unusual.

When in doubt, stop and contact the Service Desk. Do not reply, click, open attachments, release a quarantined message, or work around a security control until the activity is confirmed as legitimate.

Tools such as Proofpoint email filtering and Duo Mobile may add steps to everyday workflows. Later modules of this guide will explain what users should expect and when to ask for help.

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Proofpoint Essentials

What to expect when email is quarantined, suspicious, or appears to be missing.

Not sure an email is safe? Do not release it, click links, open attachments, reply, or forward it. Contact the Silverado Service Desk at (520) 903-1580 or service@silveradotech.com.

What Proofpoint does

Proofpoint Essentials helps protect your email from spam, phishing, malware, and other unwanted messages. The features available to you may vary based on your organization's licensing and security configuration.

When an email is quarantined

A blocked message may appear in a Proofpoint Quarantine Digest delivered to your inbox. Before releasing a message:

- Confirm that you recognize the sender.
- Check the sender's complete email address, not only the display name.
- Consider whether you expected the message, link, or attachment.
- Watch for unusual requests involving passwords, payments, gift cards, account changes, or urgency.
- If anything looks suspicious, do not release the message. Contact the Service Desk.

Release a quarantined message only when you are confident it is legitimate.

Safe and blocked senders

Safe Sender

Allows messages from a trusted email address.

Blocked Sender

Prevents messages from an unwanted email address.

Add individual email addresses whenever possible. Do not allow an entire domain unless the Silverado Service Desk recommends it. A compromised account within an allowed domain may still send harmful email.

Common email situations

1. **Suspicious email reached your inbox**
   Do not reply, click links, open attachments, or forward the message. Contact the Silverado Service Desk so the message can be reviewed.

2. **A legitimate email was quarantined**
   If you recognize the sender and are confident the message is legitimate, you may release it. If legitimate messages continue to be blocked, contact the Service Desk so filtering can be reviewed.

3. **You interacted with a suspicious message**
   Call the Silverado Service Desk immediately at (520) 903-1580 if you clicked a link, opened an attachment, replied, provided information, or released a suspicious message.

4 **An expected email appears to be missing**

Contact the Service Desk. We can help determine whether the message was quarantined, blocked, delayed, or affected by another email issue.

Proofpoint Portal

If portal access is enabled for your account, available options may include:

- Review quarantined messages
- Search recent email activity
- Manage safe and blocked senders
- Adjust quarantine digest preferences
- Access Emergency Inbox or archived email, if licensed

Proofpoint Essentials training videos are also available from Proofpoint.

Emergency Inbox

If your organization licenses Emergency Inbox, it may provide temporary access to email during an outage of your primary mail system. Use Emergency Inbox only when directed by the Silverado Service Desk.

> **When should you contact Silverado?**
> Contact the Service Desk when you are unsure whether an email is safe, a legitimate sender continues to be blocked, you interacted with a suspicious message, you cannot access Proofpoint, an expected message appears to be missing, or you have another Proofpoint question.

Proofpoint screens and available options may differ based on your organization's configuration.

TECHNOLOGY GUIDE

Duo Mobile & Multi-Factor Authentication

How to safely respond to authentication requests and get help when your device changes.

Duo Mobile helps protect your accounts by requiring an additional verification step when you sign in. Even if someone obtains your password, multi-factor authentication provides another layer of protection.

> **Never approve a Duo request you did not initiate.**
> If you receive an unexpected Duo notification, select **Deny** if the option is available, do not approve repeated requests just to make them stop, and contact the Silverado Service Desk if unexpected requests continue.

What to Expect When Signing In

Depending on your organization's configuration, Duo may ask you to verify your identity when accessing a protected application, computer, remote-access service, or other system.

Common verification methods may include:

- A Duo Push notification
- A verification code from Duo Mobile
- Another authentication method approved by your organization

Only approve the request when **you initiated the sign-in and recognize what you are trying to access.**

Using Duo Push

1. **Confirm the sign-in**
   Make sure you are currently trying to access the system requesting authentication.
2. **Review the request**
   Check the information presented in Duo before approving it.
3. **Approve only recognized requests**
   Approve the request only when it matches the sign-in you initiated.
4. **Deny unexpected requests**
   If you did not initiate the sign-in, deny the request and contact the Service Desk if it continues.

> **Never approve a Duo request simply because one appeared on your phone.**

Getting a New Phone

Duo Mobile is associated with the device you enrolled. If you are replacing, resetting, or losing access to your phone, contact the Silverado Service Desk for assistance updating your Duo enrollment.

Whenever possible, contact us before wiping or trading in your old phone. This can make the transition to your new device easier.

Lost or Stolen Phone

If a phone enrolled in Duo is lost or stolen, contact the Silverado Service Desk as soon as possible. Let us know the device was enrolled in Duo so we can take the appropriate steps to protect your account and help establish authentication on your replacement device.

Duo Isn't Working

Contact the Silverado Service Desk if:

- You aren't receiving Duo notifications.
- You replaced or reset your phone.
- Duo Mobile was accidentally removed.
- You cannot complete authentication.
- Your enrolled phone is lost or stolen.
- You receive Duo requests you did not initiate.
- You are unsure whether an authentication request is legitimate.

When contacting us, tell us **what you're attempting to access and what happens when you try to authenticate.**

> **One rule to remember:** If you didn't initiate the login, don't approve the Duo request.
>
> When in doubt, deny the request and contact the Silverado Service Desk.

Additional Information

For additional information about Duo, see the Cisco Duo User Guide.

SILVERADO TECHNOLOGIES

We're here when you need us.

Empower and protect, from the mouse to the cloud.

Silverado Technologies Service Desk

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