

# Communications

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# Requesting Support

If you have a question or issues related to IT, please reach out to the IT department. The IT department can be reached Monday thru Friday, 9:00am to 5:00pm through the following channels:

**Email:** [itsupport@georgeandbell.com](mailto:itsupport@georgeandbell.com)

**Phone:** +1 (604) 259-6583

When reaching out to IT support, please be prepared to provide the following information:

- A phone number technicians can best reach you at.
- A detailed description of the issue you are experiencing.
- Screenshots of any of the error messages you may be receiving.

If internal IT is not available due to being on vacation etc. ITS Consulting is available to assist. They can be reached through the following channels:

**Email:** [help@itsmail.ca](mailto:help@itsmail.ca)

**Phone:** +1 (604) 484-4300

## Emergency After-Hours Support

If you have an issue that affects the entire company and would like to report it, please call 1-604-259-6583. If internal IT is on vacation, please call ITS Consulting at 1-604-484-3400. Do not select any option when calling in. Alternatively email [help@itsmail.ca](mailto:help@itsmail.ca).

# Safe Communication Channels

This article has been written to provide confidence that you communicating with an authorized individual. If you have any doubts regarding an received email or phone call please follow the directions outlined under *Phishing Attempt Response* (below).

## Technical Communications

Technical support is primarily handled in-house by Tyler Rasmussen, however a backup Managed Service Provider (MSP) has been contracted to provide IT support in case of Tyler's absence. Please vet all calls and emails purporting to be from IT to ensure their legitimate.

Phone calls should always originate from one of the following numbers:

- +1 (604) 259-6583 (Internal IT Support)
- +1 (604) 484-4300 (ITS Consulting)

All support based email communications will always originate from one of the following email address:

- [itsupport@georgeandbell.com](mailto:itsupport@georgeandbell.com)
- [trasmussen@georgeandbell.com](mailto:trasmussen@georgeandbell.com)
- [dispatch@itsmail.ca](mailto:dispatch@itsmail.ca)

Staff wide IT announcements, infrastructure changes, scheduled maintenance and requests for information will always come directly from Tyler Rasmussen:

[trasmussen@georgeandbell.com](mailto:trasmussen@georgeandbell.com).

Please note, [admin@georgeandbell.com](mailto:admin@georgeandbell.com) and [tyler.rasmussen\\_a@georgeandbell.com](mailto:tyler.rasmussen_a@georgeandbell.com) are valid internal email addresses however you should never receive any communications from these email accounts.

## Partner & Managers

Partners and managers at George & Bell will only communicate company information **via their own work email address**. If you receive an email from a partner or manager that was not sent directly from their work account, please forward the message to IT for investigation.

The partner email addresses are:

Brendan George	<a href="mailto:bgeorge@georgeandbell.com">bgeorge@georgeandbell.com</a>
David Lee	<a href="mailto:dlee@siss.ca">dlee@siss.ca</a>
Greg Heise	<a href="mailto:gheise@georgeandbell.com">gheise@georgeandbell.com</a>
Jeremy Bell	<a href="mailto:jbelle@georgeandbell.com">jbelle@georgeandbell.com</a>
Mackenzie Bell	<a href="mailto:mbell@georgeandbell.com">mbell@georgeandbell.com</a>
Mike Greschner	<a href="mailto:mgreschner@georgeandbell.com">mgreschner@georgeandbell.com</a>

## Administration

You may receive email communications from the Administration department. Administration staff include:

Amy Chan	<a href="mailto:achan@georgeandbell.com">achan@georgeandbell.com</a>
Mackenzie Bell	<a href="mailto:mbell@georgeandbell.com">mbell@georgeandbell.com</a>

Additionally, the administration staff use the following mailboxes for specific purposes:

Info (public inquiries)	<a href="mailto:info@georgeandbell.com">info@georgeandbell.com</a>
Accounts Payable (for receiving invoices and receipts)	<a href="mailto:accountspayable@georgeandbell.com">accountspayable@georgeandbell.com</a>

## Paystubs

Paystubs are sent from the email account [noreply@georgeandbell.com](mailto:noreply@georgeandbell.com) and will look as follows:

Direct Deposit Stub for period ending 31/05/2023 External Inbox x

noreply@georgeandbell.com

to me ▼

If you are unable to view the attached direct deposit stub, please contact us immediately.

One attachment • Scanned by Gmail ⓘ



# Services

## Scanned Documents

Documents scanned by Printer F within the copier room will be send via the [noreply@georgeandbell.com](mailto:noreply@georgeandbell.com) email account. If you were not expecting a scanned document, do not open the attachment until confirmed that it's legitimate.

## KnowBe4

Messages from KnowBe4 will arrive from [do-not-reply@knowbe4.com](mailto:do-not-reply@knowbe4.com). Messages will typically consist of notification regarding enrollment or that a training campaign needs to be completed.

## 1Password

Messages from 1Password will arrive from [no-reply@1password.com](mailto:no-reply@1password.com). Messages will typically consist of invites onto its services or notification around managing your account.

## Duo Mobile

Message from Duo Mobile will arrive from [no-reply@duosecurity.com](mailto:no-reply@duosecurity.com). Duo will rarely send out email messages. The only message to expect from Duo is the initial enrollment email.

## Microsoft 365

Microsoft sends notifications from a variety of different email accounts, however consistently all accounts end in @microsoft.com. Please know Microsoft will **never** send you message asking you to:

- Check a voicemail message.
- Change a password.

# LiquidFiles

Message from LiquidFiles will arrive from [noreply@georgeandbell.com](mailto:noreply@georgeandbell.com). LiquidFiles will only send messages relating to sending and/or receiving files.

## Phishing Attempt Response

If you receive an email or call from someone purporting to an IT technician and their phone number or email is not on this list please:

1. Hang up and refuse to speak with the caller. If via email, do not reply or open any links or attachments.
2. Notify your manager CC'ing Tom and Brendan.
3. Retain any information you may have on the call/email for future investigation.