

WHERE CAN I GO FOR IT ASSISTANCE?

MOBILES

WHERE TO GET HELP



AUSTRALIA

APRIL 30TH

Optus reps and AW IT support available in Sydney, Adelaide and Rowland Flat hubs (see last columns) to support SIM activation issues.



NEW ZEALAND

APRIL 30TH

AW IT support available in Marlborough, Auckland and Church Road to support SIM activation issues.

NOTE:

- Need help setting up your mobile? Visit Launchpad for the step-by-step mobile set up guide.
- Please make use of April 30th support – no mobile support will be available from 01 - 04 May.



STILL NEED HELP?

MAY 5TH

Head to your closest IT Assistance Hub!

LAPTOPS

WHERE TO GET HELP



IT ASSISTANCE HUBS

MAY 5TH

Visit one of the IT Assistance Hubs if you are having issues getting your new laptop set up, including logging in or setting up your Multi-Factor Authentication.

The IT Assistance Hubs will guide you to where you can get the best help and support.

NOTE:

- Some laptop collection locations will differ to IT Assistance locations – please take note.
- Try setting up and logging on before heading home, if you need IT support, we are here to help!

IT SUPPORT HUBS

NEED FACE-TO-FACE ASSISTANCE WITH YOUR IT DEVICE?



MAY 5TH

During Business Hours



AUSTRALIA



NEW ZEALAND

Rowland Flat Winery

Gramps Cafe Area
1914 Barossa Valley
Way, Rowland Flat,
SA 5352

Church Road Winery

Redstone Room
150 Church Road,
Taradale, Napier

Sydney Office

Level 10,
9 Castlereagh Street,
Sydney
NSW 2000

Marlborough Winery

Blenheim Camshorn
Room
Marlborough Winery,
38 Liverpool Street,
Riverlands

Adelaide Office

Level 10,
10 Franklin St, Adelaide
SA 5000

Auckland Office

Vero Centre - Level 31,
48 Shortland Street
Auckland Central
Auckland, NZ 1010

WHERE CAN I GO FOR IT ASSISTANCE?



VISIT LAUNCHPAD TO REVIEW
IT ONBOARDING FAQs FOR FURTHER SUPPORT!

GO TO YOUR LOCAL IT SUPPORT HUB

MAY 05 - FACE-TO-FACE
ASSISTANCE WITH YOUR IT DEVICE

USE IT SELF-SERVICE

LOG A SUPPORT TICKET WITH THE
IT SERVICE DESK

Laptop won't turn on / can't log into my device



Having issues resetting my password

Having trouble with my new mobile



Need help setting up Multi-Factor Authenticator



I'm missing access to IT systems/tools

I'm missing IT applications/software

Incorrect Teams/SharePoint permissions

Need account/profile changes

Printer setup issues

Unsure where to go or what to do



All other non-urgent IT issues

