

Dept. of Veterans Affairs VISN 20 RFID Help Desk / Service Call

- Contact Information:
 - Telephone – **1-877-223-6712**. If you experience any difficulty reaching global support directly, our back-up phone number is 703-698-8282.
 - Help Desk email: GlobalSupport@itgonline.com
 - Create a service ticket: <https://va-scm.itgonline.com>
 - General how-to information and contact form: <https://varfid.com>

- Information required to open a Service Call:
 - Contract number **8365-340**
 - End-user Reference Number (if desired for end-user internal tracking purposes)
 - Point of contact name
 - Point of contact primary telephone number
 - Point of contact email address
 - Alternate point of contact name
 - Alternate point of contact telephone number
 - Agency
 - Street address (location of equipment to be serviced)
 - City, State, Zip
 - Manufacturer, model, serial number, and description of equipment to be serviced
 - Brief description of the problem

- After the information above has been provided:
 - Our Technical Account Manager (TAM) will provide the caller with a call reference number for tracking purposes.
 - The TAM will be responsible for the management of the service call, will be the primary point of contact for the end-user, and will monitor the call from beginning to end.
 - Hardware or software prescreening will be performed.
 - If necessary, a technician will be dispatched to the equipment location for additional troubleshooting with replacement parts.
 - The TAM will follow up with the end-user to ensure satisfaction.