

# Hit Rail technical support QRC

## Quick Reference Card

Support for all Hit Rail services is provided via the **Hermes Web Support Desk (24/365)**. <https://hitrail.atlassian.net/servicedesk/>

The Web Support Desk is the primary support channel. Please create and describe any new **incident** or **change request**. If you do not have a Help Desk user already, please proceed to create a new user. It is important that you use a team email where we can notify your team of any ticket-related update or question.

Support is also provided via telephone and email (office hours: Mo-Fri 08.00 to 18.00)

|                                   |                               |  |  |
|-----------------------------------|-------------------------------|--|--|
| <b>First line support</b>         | Web Support desk (24h / 365d) | <a href="https://hitrail.atlassian.net/servicedesk/">https://hitrail.atlassian.net/servicedesk/</a>  | All services   |
| <b>Technical support managers</b> |                               | <p><b>IT manager</b><br/>Bertrand Challet (+33) 695 46 24 28<br/><a href="mailto:it-support@hitrail.com">it-support@hitrail.com</a></p> <p><b>Network manager</b><br/>Constantinos Fetokakis (+31) 628 52 41 41<br/><a href="mailto:hermes-vpn-service@hitrail.com">hermes-vpn-service@hitrail.com</a></p> | <p>For ETCD, OSDMp, HEROS Translator, Common Interface support</p> <p>For Hermes VPN support</p> |
| <b>Level 2 escalation</b>         | Technical director            | <p>Enrique Ruiz<br/><a href="mailto:enrique.ruiz@hitrail.com">enrique.ruiz@hitrail.com</a><br/>(+34) 638 150 303</p>   | All services   |
| <b>Level 3 escalation</b>         | General director              | <p>Antonio López<br/><a href="mailto:alopez@hitrail.com">alopez@hitrail.com</a><br/>(+34) 679 181 181</p>  | All services   |

Note: For any Hermes VPN router-related incident, we will require that you proceed to reboot your local Hermes router(s). Please be ready to reboot the router or do it before opening the ticket. This will help shortening the incident resolution time.