

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)

First line support	Web Support desk (24h / 365d)	https://hitrail.atlassian.net/servicedesk/	All services
Technical support managers		IT manager Bertrand Challet (+33) 695 46 24 28 it-support@hitrail.com	For ETCD, OSDMp, HEROS Translator, RTMDE, Common Interface support
		Network manager Garazi Aranburu (+31) 630 76 59 92 it-support@hitrail.com	For Hermes VPN and networking topics
Level 2 escalation	Technical director	Enrique Ruiz enrique.ruiz@hitrail.com (+34) 638 150 303	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.