

How to use the

KMT Service Desk Portal

1. Go to: support.kmtech.com.au

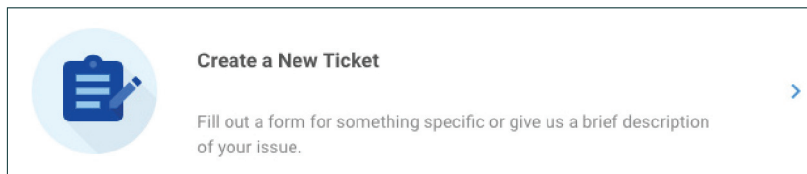
On the login screen, enter your email address:

Email address

You will then be emailed a 6 digit token:

Token #

2. To Request Support, click **Create a New Ticket**



3. **Select** the most relevant support option and follow the steps to **log a ticket**.

4. **All done!** Sit back, relax and our friendly team will be in touch to assist.

For **High Priority** issues that require an urgent response please call the **KMT Service Desk: +61 3 9975 7910**

High Priority issues include outages to Network, Email or critical business applications, where the IT service is unavailable to all staff.

In the unlikely event that a High Priority issue has not been resolved satisfactorily please contact: escalation@kmtech.com.au