



Net56 has been providing technology development and consulting services solutions for more than 20 years, with a proven dedication to quality and to clients. Our mission is to ensure clients achieve improved performance in technology management, business processes, operations, information technology and communications.

Net56 offers a complete suite of information technology services including Networking Services, Professional Services, Application Development Services and Support Services.

**Net56 is the first line of technology support for
Posen-Robbins School District 143.5 technology initiatives**

Service Desk

Net56 support services provide technical and operational expertise to ensure you are making the most of your technology investment. Our goal is to make resources available to solve any problem and answer any question you may encounter such as:

- Application Install
- Computer Hardware, Software
- Desktops, laptops and peripherals such as PDA's
- Printer/Print
- Equipment Move & Procurement
- Network Connectivity
- Phone: land line or cellular

Weekdays, excluding Holidays

Telephone General Support

Support Hours: Weekdays from 7:30am - 7:30pm CST

1. Call 847-934-8100
2. At the voice prompt press the number "2"
3. First Tier Level Support Services Engineers are available
4. If they are busy assisting other users, leave a detailed voice mail message* and request a call back
5. Monday – Friday: you will receive a response within 30 minutes

E-Mail General Support

Support Hours: Weekdays from 7:30am - 7:30pm CST

1. Mail To: servicedesk@net56.com
2. Provide a detailed message*
3. Monday – Friday: you will receive a response within 30 minutes

Weekends, Nights, and Holidays

Telephone & E-Mail General Support

1. Call 847-934-8100 or Mail to: servicedesk@net56.com
2. If calling, at the voice prompt press the number "2"
3. When prompted to leave a voice message - leave a detailed message*
4. If E-Mailing, provide a detailed message*
5. You will receive a response by 8:00 am the next business day

* When leaving a message by phone or email, please include your name, school, room number, and phone number so we can further assist you.