Using Slack

I need support who do I speak to?

The office of Iconic has 5 support staff working across the 3 offices in the USA, United Kingdom and Australia.

To contact and/or request support on a technical issue you can ...

1. Use the tag **@Support Request IT Department** on Slack.
    - This notification tag can be used on any work channel (except show channels)
    - Is recommended to be used mostly on the #support Channel
2. Contact the individual Support Person for support on Slack on the #support Channel

When requesting technical support try not to use the request tag **@Support Request IT Department** on Slack for the same ticket support thread. If you want to add more info on a raised ticket support request use my name, @beau.sherman or @kelvin.lee or @Nikolas Harrington Use the Support request makes double tickets and loads our projeqtor ticket list with extra tickets

Attached files:

Unique solution ID: #1323
Author: Nikolas Harrington
Last update: 05-May-2020 03:22

© 2026 Nikolas Harrington <support@iconic.productions> | 18-Nov-2026 09:03
URL: https://staff.iconic.productions/KB/content/0cat=95/324/en/i-need-support-who-do-i-speak-to.html