How to Contact the Somerset CSU GP IT Service Desk

In order to ensure we are able to process your call in the most appropriate way, we ask (where possible) before calling us you :

- Call from where the issue is happening (we are currently able to resolve over 80% of calls in first contact)
- Ensure there is sufficient time for us to remote to the PC (if required) before the user is due back to clinic or needs access to the PC.
- If you think we need to connect to your PC, click on the "Please click here when asked" box to the left under Remote Support so we can connect quickly
- You are aware of any access issues at certain times that may delay us in resolving the issue (including annual leave for yourself or the user affected).

Monday to Friday 07:00 – 20:00

Call us on 0300 101 00 80

or anytime by clicking here

We also provide an Out of Hours Support service for weekends. This is purely for CRITICAL Support Issues*.

On Call Support Hours :

Saturday & Sunday 08:00 – 20:00

0300 101 00 80

*Critical Support Issues are when there is no possible workaround on site, loss of network across the entire site or main script printer for site is not working.