

## WEEKEND Online Event Support (on-site process):

Weekend support is critical at times of the year when events take place on Fridays and Saturdays. Use this page as a carry along guide in case you need support for your event website.

## OUTAGES:

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All support calls involving **OUTAGES**, including websites not responding (no pages will load at all, no participants can log in, or donations cannot be processed), mobile sites and/or apps not responding, etc. will be quickly escalated to the highest support level and vendors will be engaged as necessary. Follow up communication should occur within 2 hours of the incident being reported, with subsequent updates occurring every 4 hours until issues are resolved.

Please make sure when calling for support that all the information in the **REQUIREMENTS** section below is submitted. This will greatly expedite issue resolution and/or escalation.

### PROCEDURE:

**All outages occurring on weekends should be reported to the NCIC Specialists at 800.227.2345 option 2.**

### REQUIREMENTS:

**ALL cases should include the requested required fields including:**

1. **EVENT NAME**
2. **EVENT URL**
3. **DATE/TIME** of occurrence whenever possible
4. **DESCRIPTION / STEPS TAKEN** that resulted in the issue or error
5. **CALL BACK PHONE #** is necessary for follow up to be made – especially in times where service disruptions are being reported

## OTHER SUPPORT ISSUES:

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All calls for issues not related to 'outages' will be addressed under the normal support service level agreement:

Users can report issues to NCIC at 800.227.2345 option 2, or staff can submit incidents using helpme.cancer.org. Tickets will be reviewed and addressed in a timely fashion - based on the priority of the ticket, as well as completion of all the **REQUIREMENTS** above. If we have complete information, tickets will be answered within 48 hours - with most being resolved and closed within 72 hours.

**Note:** support staff monitor helpme.cancer.org **at all times**, including weekends and will address any issue trends that are observed. Some venues may not have active Internet access, but for those that do, staff can submit cases via helpme.cancer.org and set the urgency accordingly.

**WHEN IN DOUBT AT AN EVENT, CALL 800.227.2345 Option 2 TO REPORT ISSUES!**