



How to get your IP address

If you are experiencing technical issues with your computer, you can call (866-457-1254) OR submit support request from the “IT Service Desk” icon from your desktop. The IT Service Desk team is available from 7:00am – 7:00pm (EST) and Saturday 9:00am – 1:00pm (EST). If you get our voicemail, please leave a message and a helpdesk ticket will be automatically created in our system and someone will contact you.



When remote assistance is needed - We will need your IP address. You can get this by double clicking on the “Show IP” icon on your desktop. Your IP will be displayed in the top left corner of ConnetWise.

