

# Maintenance Schedule

## How to get support and report outages

### During normal business hours (7:00a - 4:30p)

1. Call the Hardware group line at: 419-267-2804
2. Email the Hardware group at: [mail\\_staff\\_hw@nwoca.org](mailto:mail_staff_hw@nwoca.org)
3. Submit a ticket at: <http://www.nwoca.org/submit-a-ticket>


### After normal business hours (4:30p - 7:00a)


1. Email the Hardware group at: [mail\\_staff\\_hw@nwoca.org](mailto:mail_staff_hw@nwoca.org) (mark email as high priority)
2. Call the Hardware group line at: 419-267-2804 and leave a voicemail
3. Submit a ticket at: <http://www.nwoca.org/submit-a-ticket>

## Subscribing to updates about maintenance

### Twitter Feed - @nwocasupport

- If you already have a Twitter account, visit: <https://twitter.com/nwocasupport> and click the Follow button
- If you do not have a Twitter account, visit: <https://twitter.com/nwocasupport> and fill in the information on the left and click Sign Up
- You can also get updates via SMS with or without a Twitter account
  - If you have a Twitter account, please following these instructions: <http://support.twitter.com/groups/34-apps-sms-and-mobile/topics/153-twitter-via-sms/articles/20169920-how-to-get-sms-notifications-for-tweets-and-activity#tweet-notifications>
  - If you do NOT have or want a Twitter account, please follow these instructions: <http://support.twitter.com/articles/14589-how-to-add-your-phone-via-sms#updates-without-account>

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