

## Circular to CCL Network Users: CCL IT Support

Further to our recent circulars regarding CCL IT Support.

We believe that we now have the majority of reception consoles (Arc) set up for Floors to use remotely on laptops.

We are still having a lot of equipment dropped to our offices for remote set up. After today, CCL will no longer be accepting delivery of equipment to our offices (unless individual arrangements are made by CCL Network staff). I encourage Network Users to refer to the User and troubleshooting guides that I have circulated over the last couple of days to assist with setup for remote access and other issues before contacting our support staff.

CCL no longer has all of its support staff working onsite, from tomorrow we have made arrangements for CCL staff to provide support using Team Viewer which will allow support staff to control the remote computer to resolve problems (including connection and setup issues).

CCL IT Support still have a backlog of outstanding service requests and we are working as quickly as we can to get through the list. I remind everyone of the following:

- CCL Network Staff, until further notice will no longer attend any face-to-face service requests
- Please do not call or visit our offices for any issues relating to IT support, please log service requests by either emailing support@ccl.com.au or using the tenant portal;
- Service requests will be prioritised as follows:
  - a) Shareholder requests will be attended to first
  - b) Then Clerks
  - c) Then Readers & Licensees
  - d) Then Staff
- Network members can also contact Quatrotech to assist with service or setup for working remotely or support for other services but please be aware that charges will apply if you engage them to provide this service. CCL is working closely with Quatrotech to ensure that they have the required access to all CCL services so that they can assist Members at this difficult time.

Please let me know if you have any questions relating to the above.

Kind regards,

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