



CLIENT OPERATIONS GUIDE

A practical guide to support, security, employee changes, purchasing and day-to-day IT requests.

You build your business.
We take care of IT.

870-425-2583 | blueguysit.com
23 East 6th Street, Mountain Home, AR 72653

Welcome to Blue Guys IT

This guide explains the fastest and safest ways to work with our team. Keep it available to managers and authorized contacts, and share the support instructions with every employee.

FAST HELP DESK SUPPORT

Email helpdesk@blueguysit.com, use the Blue Guys IT help-desk icon on the computer, or call 870-425-2583.

SECURITY-FIRST SERVICE

We protect identities, devices, email, networks and data with layered controls, monitoring and tested recovery practices.

LOCAL TEAM

Blue Guys IT is based in Mountain Home, Arkansas and supports businesses, healthcare organizations and local governments.

ONE TECHNOLOGY PARTNER

We coordinate Microsoft 365, cybersecurity, backup, voice services, vendors, hardware and day-to-day support.

Important contacts

Technical support	helpdesk@blueguysit.com 870-425-2583
Billing questions	accounts@blueguysit.com
Website	blueguysit.com
Customer portal	blueguysit.rmm.service.com

Your Master Services Agreement and Services Guide control if anything in this operational guide conflicts with those documents.

Client File Share & Request Forms

Your secure shared folder will contain this Client Operations Guide and an Initial Employee and Authorized Contact spreadsheet. The initial spreadsheet is also available at

blueguysit.com/clientresources

Complete the spreadsheet once to establish your employee and authorized-contact records. Do not modify it after the initial submission. Instead, submit onboarding, employee change, employee removal and VoIP forms at the address above. Each form creates a ticket, and our technicians will update the spreadsheet for you. For security, we only act on requests from authorized contacts using approved phone numbers.

How to Request Support

Using the channels below places the request into the shared support queue, preserves documentation and helps the right technician respond quickly.

EMAIL

1

Send a descriptive email to helpdesk@blueguysit.com. Include the user, device, location, impact, screenshots and any recent changes.

HELP-DESK ICON

2

Click the Blue Guys IT icon near the clock on a managed computer. This identifies the device and makes screenshots easier to attach.

CALL

3

Call 870-425-2583 for urgent issues, outages, suspected compromise, lost devices or immediate employee terminations.

Please avoid direct texts or emails to individual technicians for normal support. Those messages may not enter the support queue and can delay the response.

Information that helps us resolve the issue

- Who is affected and the best callback number
- Computer name or device involved
- What you expected to happen and what happened instead
- Exact error message, screenshot or time of occurrence
- Whether work is completely stopped or a workaround exists

How Requests Are Prioritized

Priority is based on business impact, number of people affected, security risk and whether a reasonable workaround exists.

CRITICAL	Organization-wide outage, active security incident or public-safety/critical operation unavailable.	Main system down; ransomware warning; multiple sites unable to operate.
HIGH	Major business function is unavailable or several employees cannot work.	Internet outage; primary application unavailable; multiple users locked out.
NORMAL	One employee is affected, work is degraded, or a workaround exists.	Printer issue; software error; single-user access problem.
PLANNED	Scheduled work that requires preparation, purchasing or approval.	New employee; new computer; office move; permission redesign.

WHEN TO CALL IMMEDIATELY

Call 870-425-2583 for suspected account compromise, ransomware, lost or stolen devices, widespread outages, public-safety impact, or an employee termination that must occur without advance notice.

After-hours work may be billable depending on the service agreement. We will use the emergency contact and authorization process recorded for your organization.

Authorized Contacts & Approvals

To protect your organization, Blue Guys IT only performs sensitive administrative actions when requested or approved by an authorized client contact.

Add, change or terminate an employee	Yes
Mailbox, OneDrive or SharePoint access	Yes
Security exceptions or disabled controls	Yes, and may require written risk acceptance
Purchases and billable project work	Yes
Routine troubleshooting for the requesting user	Normally no
Billing, contract or service cancellation	Yes

Client contact record

Primary authorized contact: _____

Secondary authorized contact: _____

Emergency/after-hours contact: _____

Purchasing approver: _____

Notify Blue Guys IT promptly when an authorized contact changes. Identity verification may be required before sensitive requests are processed.

Employee Technology Lifecycle

The client roster is used during initial onboarding. Afterward, submit one of these three forms for each individual employee event.

1. NEW EMPLOYEE SETUP

Submit at least three business days before the start date when possible. Include role, location, manager, license, device, applications, shared mailboxes, SharePoint folders, phone and access requirements.

2. EMPLOYEE CHANGE

Use for name, job, manager, department, location, license, device, application, group, mailbox, SharePoint or phone changes.

3. EMPLOYEE DEPARTURE

Submit as soon as the departure is known. Provide the exact disable time, data-access instructions, forwarding, device recovery, phone disposition and approving manager.

INITIAL CLIENT ROSTER

Use the onboarding workbook for the first complete employee, mailbox, SharePoint and device inventory. Do not reuse it for day-to-day changes after onboarding.

All Request Forms

All forms are located at:

blueguysit.com/clientresources

Do not place passwords, payment-card details, bank information or other secrets into these forms. Blue Guys IT will provide a secure method when sensitive information is genuinely required.

Employee Departure Protocol

A prompt, verified departure notice protects company data and helps preserve the information the organization still needs.

IMMEDIATE OR INVOLUNTARY TERMINATION

Call 870-425-2583 before or at the approved disable time. Do not rely solely on email or a form. Tell the technician whether the employee knows about the termination and identify an on-site manager who can recover equipment.

- 1 AUTHORIZE - An authorized manager submits the departure form and confirms the exact date and time access should be disabled.
- 2 SECURE - Blue Guys IT blocks sign-in and reviews managed access such as Microsoft 365, VPN, remote access and supported business systems.
- 3 PRESERVE - The client directs mailbox access, email forwarding, automatic replies, OneDrive transfer, retention or legal hold.
- 4 RECOVER - The client recovers computers, phones, keys, badges, security tokens and other company property.
- 5 CONFIRM - Blue Guys IT documents completed actions and any client-owned or third-party accounts that still require attention.

Blue Guys IT will not permanently delete former-employee data without specific written authorization. Retention, legal, regulatory and contractual obligations may apply.

Security Responsibilities

Cybersecurity works best when Blue Guys IT and the client each know what to report, protect and approve.

REPORT QUICKLY

Report suspicious emails, unexpected MFA prompts, lost devices, unusual account behavior and suspected compromise immediately.

PROTECT SIGN-INS

Use assigned accounts, approved MFA or passkeys, and never share passwords, security keys or verification codes.

KEEP CONTROLS ENABLED

Do not remove management agents, endpoint protection, filtering, encryption or other security controls.

USE APPROVED DEVICES

Do not connect unapproved devices, install unapproved software or store company data in personal services.

VERIFY REQUESTS

Expect identity verification for password resets, sensitive access, payment-related requests and administrative changes.

KEEP US INFORMED

Notify Blue Guys IT about new locations, vendors, applications, compliance requirements and material business changes.

SUSPECTED SECURITY INCIDENT

Stop interacting with the suspicious message or prompt, keep the device powered on unless instructed otherwise, disconnect it from the network if active malicious behavior is visible, and call Blue Guys IT at 870-425-2583.

Purchasing, Voice & Administrative Requests

Hardware and software

- Contact Blue Guys IT before purchasing business technology so compatibility, security, warranty and support can be reviewed.
- Purchases and billable projects require approval from the client's designated approver.
- Data-bearing equipment should be securely wiped or destroyed through an approved process before disposal or resale.

Voice services

- Notify Blue Guys IT before adding or removing users, moving phones, changing emergency locations or porting telephone numbers.
- Do not initiate a number port or cancellation without advance coordination. Contractual notice requirements remain governed by the MSA and Services Guide.

Billing and service changes

- Send invoice questions to accounts@blueguysit.com.
- Only authorized contacts may approve purchases, change services or submit cancellation notices.
- Never send card or bank information through ordinary email or a standard Microsoft Form.
- Microsoft 365 license quantities can only be reduced at contract renewal.

PLAN AHEAD

New employees, computers, office moves, major application changes and telephone-number ports often depend on licensing, shipping, vendors or carrier schedules. Early notice reduces disruption.

Quick Reference

Post this page where managers and employees can find it.

Routine technical help	Email helpdesk@blueguysit.com or use the help-desk icon.
Urgent outage or security concern	Call 870-425-2583.
New employee	Authorized contact submits the New Employee Setup form at least three business days ahead.
Employee role/access change	Authorized contact submits the Employee Change Request form.
Planned departure	Submit the Employee Departure form with the exact disable time.
Immediate termination	Call 870-425-2583; do not rely only on the form or email.
Invoice question	Email accounts@blueguysit.com .
Purchase, port or service change	Contact Blue Guys IT before placing the order or initiating the change.

Client acknowledgment

Organization: _____

Authorized representative: _____

Signature: _____ Date: _____

By signing, the representative acknowledges receipt of this guide and understands the support, authorization and employee-departure procedures described here. This acknowledgment does not replace or amend the Master Services Agreement or Services Guide.