

Hotel IT Support Procedures

Help Desk Hours: 8 AM - 5 PM

*The Little Nell
Residences at The Little Nell
Sundeck*

*Limelight Hotels
Hospitality at Basalt Riverside
Aspen & Snowmass Mountain Clubs*

NOTE: You can view our SOPs and Guest Support documents on your shared drive in the "All" folder, under IT

Steps

- Email (for general support issues and requests)
 - Please email us at: hotELIT@aspensnowmass.com. In the Outlook Address Book as "IT Support (Hotels)"
 - a. If you do not have access to email, please submit an ALICE request.
 - Please include the best way to contact you, and any relevant details or information.
 - If you are experiencing an issue, please include as much information as possible that could be used to identify or reproduce the issue (e.g., screenshots/pictures of any errors or messages, steps taken, when the issue started, etc.).
- Call (for urgent/time-sensitive issues)
 - Please call us at: 970-920-6396
 - When business critical systems are down, or for network or payment processing issues.
 - This also applies to guest-centric technology issues such as guest Wi-Fi and phones.
 - **Please leave a message if no one is available, and email/submit an ALICE request if not done already.**

Escalation

- If you need immediate support and have not had success reaching the help desk.
 - Call the Manager of Hotel IT Services – Kellen Scriffiny: 970-544-6257

After Hours Emergencies

- Emergency support is available after hours for calls relating to:
 - System-wide outages for Infor HMS, InfoGenesis, or RTP
 - Credit card processing for the above-mentioned systems is offline
 - Site-wide network outages
 - If the issue is isolated to one room:
 - TV: Call Engineering, then Sonifi support at 888-563-4363
 - Guest Wi-Fi or Phones: Call Guest-Tek support at 866-229-7155
 - If a guest is having a **true meltdown**, and you have already tried to solve this with on-site support and the resources above, but have been unsuccessful.

Call: 970-920-6311

- **If you reach the voicemail, please leave your name, call back number, and nature of the problem. The on-call technician will use this information to address your issue as soon as possible.**