

Support | blueAPACHE Service Desk & Client Portal

Canonical: <https://www.blueapache.com/support>

Details:

Support | blueAPACHE Service Desk & Client Portal Services Services Integrated services to keep your technology secure, reliable and ready to scale. View All Services Managed Services Proactive IT support and monitoring Managed Service Bundles Advanced Infrastructure Managed Services Field Services & Staff Augmentation Managed Services Security Integrated security and response emPOWER Security Exposure Management Governance, Risk & Compliance Human Risk Management Managed Detection & Response Security Cloud Cloud, backup and recovery emPOWER Cloud Public Cloud - Microsoft Azure Azure Local Disaster Recovery as a Service Offsite Backup as a Service Private and Public SaaS Backup Storage as a Service (Private S3) Cloud Connectivity Secure business connectivity emPOWER SASE emPOWER Core Network & Data Centre Interconnect Connectivity Collaboration Voice, meetings and collaboration Microsoft Teams Zoom RingCentral Collaboration Procurement Simplified technology procurement blueapache.store Procurement Microsoft Practice Microsoft cloud, security and AI Microsoft Practice Consulting & Advisory Tech strategy and specialist advice Consulting & Advisory Industries Industries Technology services shaped around the needs of your industry. View All Industries Healthcare & Aged Care Secure IT for healthcare providers Not for Profit Practical IT for not-for-profits Financial Services Secure IT for financial services Professional Services Reliable IT for professional teams Transport & Logistics Always-on IT for transport operations Retail & Consumer Services Connected IT for retail businesses Utilities Resilient IT for essential services Government & Public Sector Secure IT for public services Resources Resources Explore insights, stories and events shaping the future of technology. Research Insights and research for IT leaders Case Studies Real outcomes from partnerships Blog News, ideas and practical advice Events Upcoming and past events About About Learn more about blueAPACHE, our people, story and partnerships. About Us Who we are and how we work Our Story Our journey since 1998 Careers Build your career with blueAPACHE Leadership Team Meet the people leading blueAPACHE Our Partners The partners behind our solutions Awards Most awarded mid-market IT provider Contact us Contact Us Support Local Specialist Support Discover More Need expert support? How can we help? Existing blueAPACHE clients can contact our Australian-based Service Desk to speak directly with a Level 2 Service Consultant or Specialist Engineer who can manage and resolve your request. See below for contact options. Remote Access Connect securely with a blueAPACHE service specialist for guided remote support and assistance with your device. Remote Access Client Portal Access the emPOWER client portal to manage support requests, review updates and stay connected with the blueAPACHE team. Client Portal 1300 135 548 (Australia) Call the blueAPACHE Service Desk within Australia during your agreed support hours for direct technical assistance. Call Us Today +61 3 8696 9369 (International) Call the blueAPACHE Service Desk from outside Australia during your agreed support hours for direct technical assistance. Call Us Today Email Support Email the blueAPACHE Service Desk to lodge a support request and receive assistance from the technical support team. Send a Message Speak to our team Contact blueAPACHE to discuss your technology requirements and learn how the team can support your organisation. Talk To Us Today Support Common Questions Find answers to common support questions and learn how to access the blueAPACHE Service Desk, client portal and remote assistance options. Contact Us What can the blueAPACHE help desk assist with? blueAPACHE managed services support can assist across desktop and server environments, telephony, networking, cloud, backup and security. The exact services available to you depend on your organisation's blueAPACHE service agreement. What if I

cannot access the client portal? If you are an emPOWER client and cannot access the portal, contact blueAPACHE for assistance. The team can help confirm access and direct you to the appropriate support channel. How should I report an urgent or business-critical issue? Call the Service Desk and describe the business impact and urgency of the issue. The team can then assess and prioritise the request in line with your organisation's agreed support arrangements. Who can use the support@blueapache.com address? The support@blueapache.com mailbox is provided for registered blueAPACHE managed services customers. If you are not sure whether your organisation is registered for support, contact blueAPACHE and the team can direct you to the right channel. Does blueAPACHE provide remote support? Yes. blueAPACHE can provide remote assistance to end users and proactively monitor supported systems. If remote access is required for your request, the support team will guide you through the appropriate process. Is blueAPACHE support available outside Australia? Yes. blueAPACHE supports clients across multiple regions, with teams in Australia, the United States and the United Kingdom. Support coverage and response arrangements follow the services agreed for your organisation. What information should I include in a support request? Include your contact details, the affected user or service, what happened, when the issue began, any error messages and the business impact. Clear details help the Service Desk assess the request and route it efficiently. Where can I access the blueAPACHE client portal? emPOWER clients have access to a dedicated client portal. Use your existing portal login details to sign in. If you believe you should have access but do not have login details, contact blueAPACHE and the team will assist. Can I raise a support request by email? Yes. Registered managed services customers can email support@blueapache.com. The mailbox is monitored by the blueAPACHE Service Desk. For an urgent issue, calling the Service Desk is the best way to explain the impact and priority. How do I contact the blueAPACHE Service Desk? For support, call 1300 135 548 within Australia and select option 2. From outside Australia, call +61 3 8696 9369 and select option 2. Registered managed services customers can also email support@blueapache.com. Ready to Outpace Change? Partner with blueAPACHE to improve performance, strengthen security and simplify complexity through IT Operations Excellence as a Service. Speak to our team Get Support Need expert support? How can we help? Support Remote Access Client Portal 1300 135 548 (Australia) +61 3 8696 9369 (International) Email Support Speak to our team Sitemap Home Services Industries About Our Story Leadership Team Careers Partners Research Case Studies Blog Events Support Contact We acknowledge the traditional owners of the lands where we work and live, and the people of those lands. We pay our respects to Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander people. © 2026 Copyright blueAPACHE Pty Ltd. All rights reserved. Powered by M2 Studio . Terms of Use Privacy Policy Service Agreement