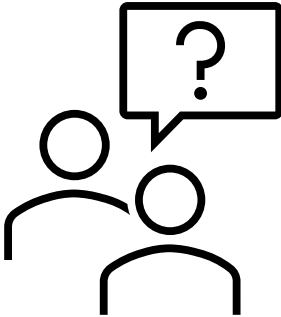




Efficiently Connecting with Our ICT Team



At DOBCEL, we pride ourselves on providing efficient and effective technical support to our customers. To ensure that we can assist you as quickly as possible, we encourage you to utilize the following methods of contact when you need assistance.

Option 1: Log a Ticket via Email

By sending an email to our designated support email address – helpdesk@dobcel.catholic.edu.au, you can log a ticket with our team. This allows us to track and prioritize your request and allows you to easily provide any necessary information or attachments.

Emails are checked regularly throughout the day, and you can expect a response within 24 hours.

Option 2: Call Our Central Number

For urgent or time-sensitive issues, we recommend calling our central number. This allows you to speak directly with one of our team members and receive immediate assistance. We can be contacted on [03 4344 4350](tel:0343444350)

Our central number is available Monday to Friday, 8:30am – 4:30pm.

Option 3: Mobile Phone Number for Escalations

If you are unable to reach a resolution through the above methods, you can reach out to our team via mobile phone number for escalations. Please contact the Manager; ICT & Cyber Security on 0417 527 382

This number is for emergency situations and should only be used as a last resort or when the issue is of a critical nature.

We hope that this information helps you to connect with our ICT team efficiently and effectively. We value your feedback and are always working to improve our service, so please do not hesitate to contact us with any suggestions or concerns.