

Client Information Guide


Welcome to Activeco.IT!

We have prepared some helpful information for you. If you ever find yourself stuck, don't hesitate to contact us using one of the methods in this guide.

For Support

Raise a Ticket



1. Find the **tray icon** at the bottom near the **clock**. You may need to click on an 'up' **arrow** first. 
2. Click on the **tray icon**
3. Select **Help Request Email**

or Phone/ Email Us

support@activeco.com.au
(02) 6553 8825

If your problem is urgent, please call us rather than email.

If outside business hours, please leave a message or select the option for oncall support.

There may be delays if other email addresses are used to contact us.

Accounts

accounts@activeco.com.au

Office Hours

Mon - Fri
8:30am - 5pm

Our Technicians

Dave, Ken, Nik, Dennies, & Steve

Please don't forget to like us on Facebook and follow us on Insta for all the latest updates!