



New Property Onboarding

Dear manager,

Method Technology is Pelican Realty Management IT VENDOR, and they take care of security for all our computers and other technical issues we may have with our computers.

We pay them a monthly fee which is called MS ESSENTIALS – this fee is always charged for the following month. This fee covers all the security and monitoring we have in place for all computers at your property.

If you ever have a problem with one of the computers, printers, scanners, Check Scanners at your property, please email ittech@pelicanabc.com with a brief explanation of the problem, workstation and staff assigned to workstation. Our IT department is responsible for opening all tickets with Method Technologies – for any problems out of the scope of their security system they charge us an hourly fee, which means that Main Office needs to first approve ticket to be opened – managers & staff cannot call them directly. If your problem is urgent, please call us at (949) 722-8104 extension 213 and we will contact them right away. **Most of the issues are taken care of on the same day.**

If you are unsure if an issue must be directed to our IT Department, feel free to email ittech@pelicanabc.com and we can help you.

Once we open a ticket a Tech will call you or staff to remote into your computer and resolve the problem. As we are charged hourly for these services, we ask managers to always keep track of how long they spend to solve an issue.

Once you receive invoice for that ticket, the IT Department will approve invoice to be entered in Voyager unless you notice any discrepancies



on what is being charged with what you have in your notes – if that happens please let us know, so we can communicate that to Method.

Here is a quick checklist:

- ✓ Always email ittech@pelicanabc.com for any computer, scanner, Check Scanners printer, or fax issues. Managers cannot open tickets with Method directly.
- ✓ Monthly MS ESSENTIALS do not need approval to be entered in Voyager – no service log is necessary for these type of invoices as this is a monthly recurring bill.

If you have any questions or concerns, please do not hesitate to contact us.

IT Department

Pelican Realty Management



ittech@pelicanabc.com



(949) 722-8104 x. 213