

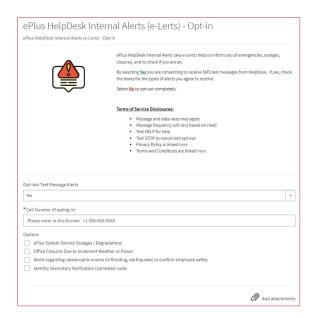
Attention ePlus Employees,

ePlus HelpDesk is pleased to announce our transition from the Everbridge mass notification platform over to Twilio for HelpDesk internal alerts.

Please opt into text message alerts from the HelpDesk by going to the "ePlus HelpDesk Internal Alerts" on the IT Service Portal and selecting "Yes" then entering in your cell phone number. You can opt out at any time by submitting the form again and selecting "No".

You will receive ePlus HelpDesk Internal Alerts for the following situations:

- Widespread ePlus/Vendor System Outage
- Office Closure due to Inclement Weather or Power.
- Alerts regarding catastrophic events (ie flooding, earthquake) and to confirm your safety.
- Verifying your identity when resetting your MFA Factors.



Thanks,

ePlus HelpDesk 804-672-4411 <u>HelpDesk@eplus.com</u> https://servicedesk.eplus.comsp

ePlus Technology, 13595 Dulles Technology Drive, Herndon, VA 20171

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