

Castema Support

As a Premium MIT Customer of Castema – Welcome Aboard! We are looking forward to providing professional computer, network and Microsoft 'how-to' support.

If something isn't working the way you expect it to – Let us know. Our helpdesk staff are here to help.

There are three ways to get support from Castema:



Call Us Directly - 1-847-749-1350

- Our Service customers (like you) have access to Castema Technicians throughout the day.
- If you get voicemail during business hours – please leave a message with your name, phone number, and a description of the issue you are having. A Castema technician will call you back when they are done with their call to help resolve the issue or provide a time estimate of when they will be able to support your concern.



Email – support@castema.com

- This email address is in place to give to our Service customers to provide priority service.
- Sometimes forwarding an email (with a screenshot or without) is the fastest way to let us know there is a problem. All emails are then loaded as a Service Request into our Service Portal, work scheduled, and a technician assigned. (If you get an email quoting a ticket number – this is likely our way of saying we got your request and are going to work on it. – Unfortunately our system doesn't allow us to report when a 'Service Call' is scheduled so we may have slotted in a firm time to work on your issue but it won't be visible.)
- We recommend never emailing a technician directly as they may be out of the office or assigned to a project when your email is sent – Using support@castema.com helps ensure the NEXT available technician will be there to help.



Create a Ticket Online – <http://support.castema.com>

- You will need your user name and password
- Although this may seem longer than picking up the phone - it can lead to faster support in many cases – If all technicians are on calls they may be able to see the issue and resolve it – even while on the phone with someone else. Service tickets created online are routed internally to receive immediate attention.
- While online it is also easy to see any updates to other open tickets – (If you see a status marked as 'In Progress' that means someone is working on the issue that moment.)

Technology Information

Castema will be performing support operations on your machine in the off hours.

Please Do Not Turn Off Your Machine at Night!

Leaving your computer on when you go home helps our staff do several things. First, we will keep your machine running at an optimal performance with a scheduled maintenance routine. Next we will update all of the things that should be updated so they aren't a distraction for you during the day. This includes Microsoft patches, Office patches, and antivirus updates. Running these overnight allows us to maintain your machine with minimal interruptions.

Other Services – To Help Everyone

Data Backup – File or Email Restore



A new backup system will allow most files to be restored with just a quick phone call. Most files and email is backed up nightly and in some cases even more frequently. If you are ever concerned about a file or message that needs to be backed up or restored just give us a call and we will take care of it!

Vendor Management – Computer, Software or Network Related

Got a problem with a printer? Internet Service not working the way it should? Contact Castema Support and we will work with the regular support provider on your behalf until the problem is resolved.

Managed Endpoint Security (Antivirus)

The new anti-virus software updates multiple times a day to secure your machine from malicious software. It will even warn you if you are accessing a fraudulent website to prevent phishing and potential infections. If you are ever concerned about whether or not something is safe contact Castema Support and we can help!

Spam Filter

Castema has set up an email filter to remove spam and viruses from your email. Before email reaches your server, it passes through the filter. The filter screens out the spam and viruses, and immediately sends on the “good mail” to your server, leaving the “bad mail” behind.

Daily Emailed Spam Report

You will receive twice-daily emails at noon and midnight informing you which emails have been filtered out. These will have the subject [MailLauder] Recent Spam Listing. If you choose, you can open this email and review the list of spam that has been filtered. If you see one that should not have been filtered, just click the "Send Email" link next to the message. That will take you to a web site where you can confirm that you would like the message delivered to your inbox, and you should see it within seconds of clicking the “Send” button. The first time you go to the site, enter your email and click the Forgot Password link, and your password will be sent to your email address.

You will find that the “false positives” (good email that shouldn’t have been filtered, but was) are pretty rare, so you may choose to just delete the email summary, or go on the website, click on “User Preferences” and uncheck the box marked “Receive Spam Reports” which will turn off those emailed reports for good.

Getting Your Password

The first time you go to the site, enter your email and click the Forgot Password link, and your password will be sent to your email address.

Managing the Filter through the Web

You will need to log into the MailLauder site (<https://suds.maillauder.com>) to view or send your filtered email. As mentioned, the first time you go to the site, click the Forgot Password link, and your password will be sent to your email address. You may find it helpful to save your username and password in your browser to make it easier to log in the next time. After that, log into the site, where you will see the list of all mail you have received recently (the Web Quarantine). If “good” mail got filtered, you can choose to send it to your Inbox. If spam got through, you can choose to “Mark as Spam” which will help improve the filter in the future (this is optional).

We hope you find this new service to be helpful, and that you find yourself spending much less time wading through spam messages just to get to the ones you need to see. Don’t forget, if you don’t like seeing the Spam Summary twice a day in your inbox, you can just delete them, or turn off the sending of the report in the preferences. Also, any time you think you may have missed an important email, you can log into the website to see if it got filtered out and instantly send it to your Inbox. If you have any problems with the filter please don’t hesitate to contact us.