TeamLogicIT
Your Technology Advisor

Technician Verification

Social engineering attacks targeting you or any enterprise are increasing. Bad actors are imitating your IT service provider and attempting to gain access to your computer, server or network.

Adhering to a Zero-Trust Policy, your staff should treat every incoming call from us skeptically and initiate the Technician Verification process without hesitation. With a clearly defined and easily accessible procedure, you attain peace of mind in mere moments knowing you are talking to the TeamLogic IT Milwaukee service desk.

TeamLogic IT Milwaukee has a three dedicated verification options listed below.

Verify Your Technicians Using:







Tech Verification: SMS



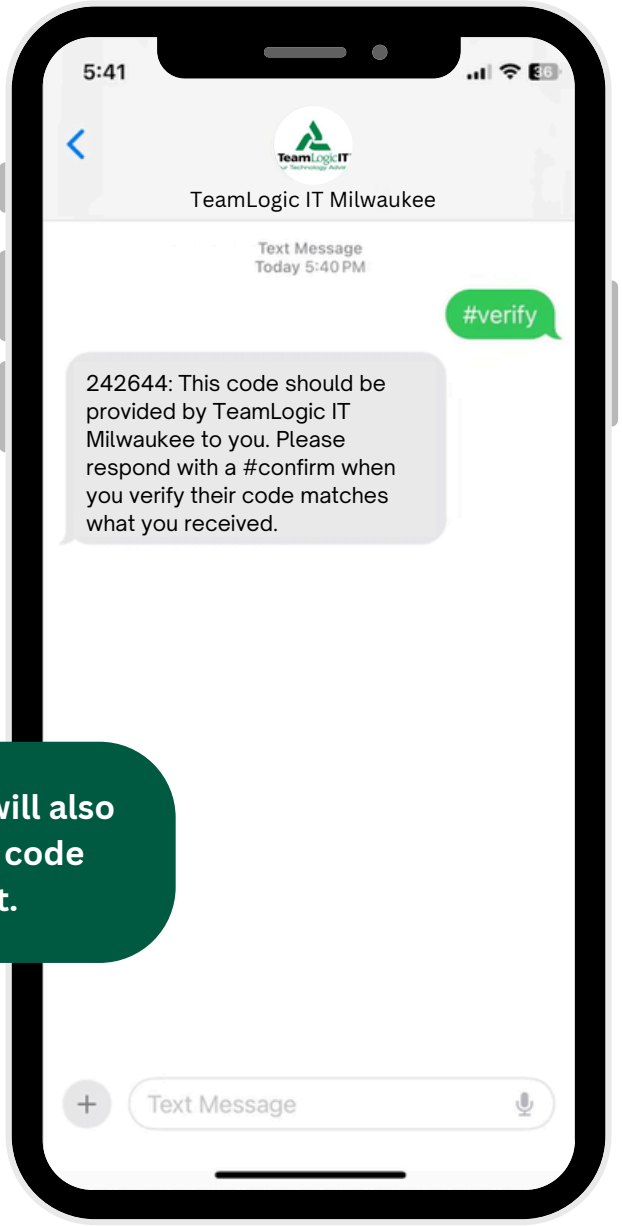
Please save this number under TeamLogic IT Milwaukee Technician Verification **(262) 800-7992**

The process could not be more simple.

1. Create TeamLogic IT Milwaukee as a designated contact/number in your phone.
2. From your mobile phone, send the message #verify.
3. Both you and your TeamLogic IT Milwaukee technician will receive the same randomly generated 6-digit code.
4. The TeamLogic IT Milwaukee technician will verbally provide the 6-digit code to you. This should match the code you've received.
5. If you are satisfied that the code is the same as you received, respond by sending #confirm to the designated number. Otherwise, you may hang up and call our service desk directly or initiate the procedure again.
6. You will receive an automated message stating "The Technician Verification has been successfully completed".

Tech Verification: SMS

If you receive a call from TeamLogic IT Milwaukee service desk, initiate the Technician Verification process by sending a "**#verify**" message.

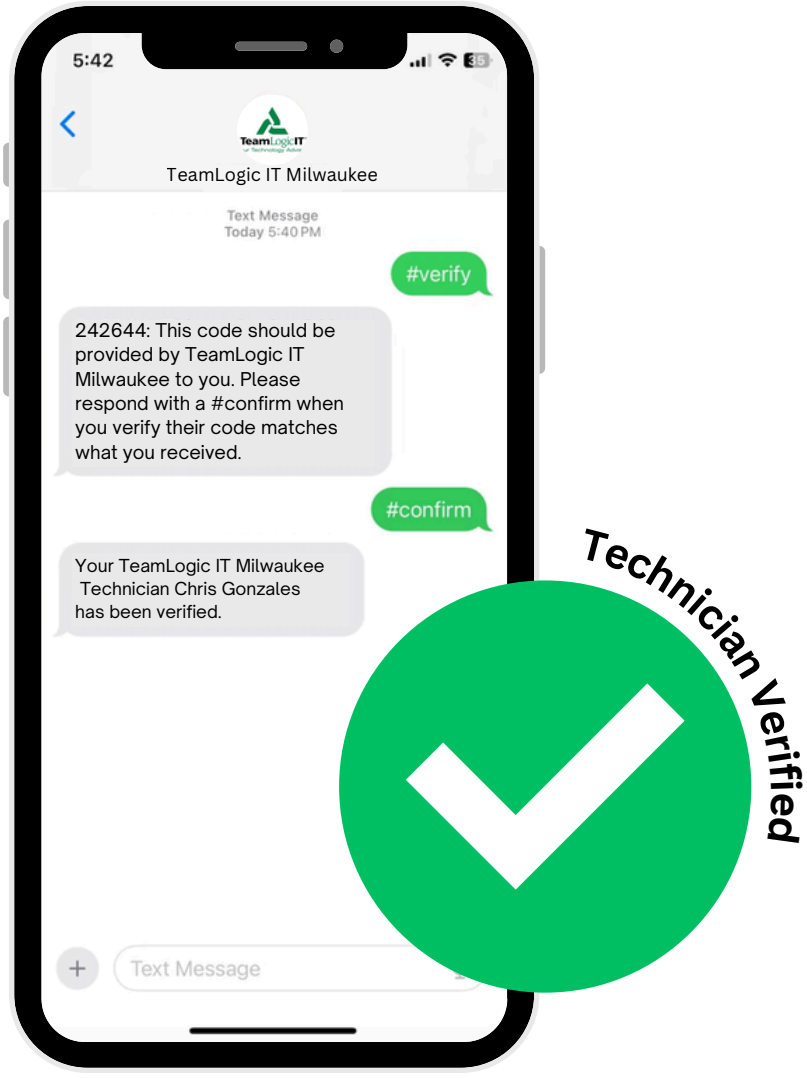


The technicians will also receive the same code within their ticket.

In a few seconds, you will be provided with a random 6-digit code such as **242644** in the example above. This should also be the code that your service desk technician provides you.

Tech Verification: SMS

If the code that the technician provides matches, you can be assured that the current call is from a legitimate technician from TeamLogic IT Milwaukee's service desk.

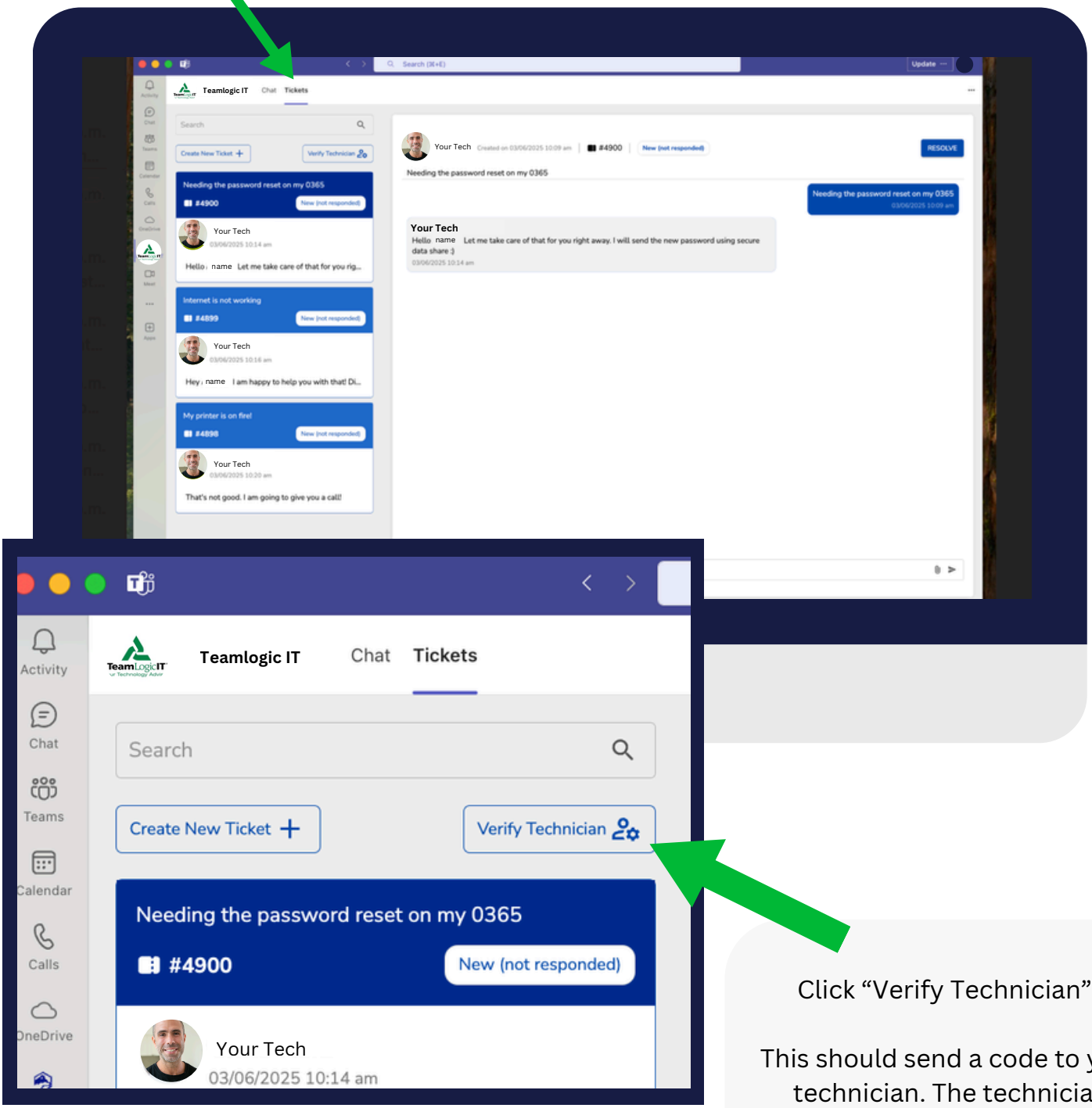


With your satisfaction that the code matches, respond with a "**#confirm**" to the same phone number and SMS conversation. This will close the Tech Verification process and will securely log this interaction within your ticket.

Your technician is now verified!

Tech Verification: Teams

Click “Tickets”

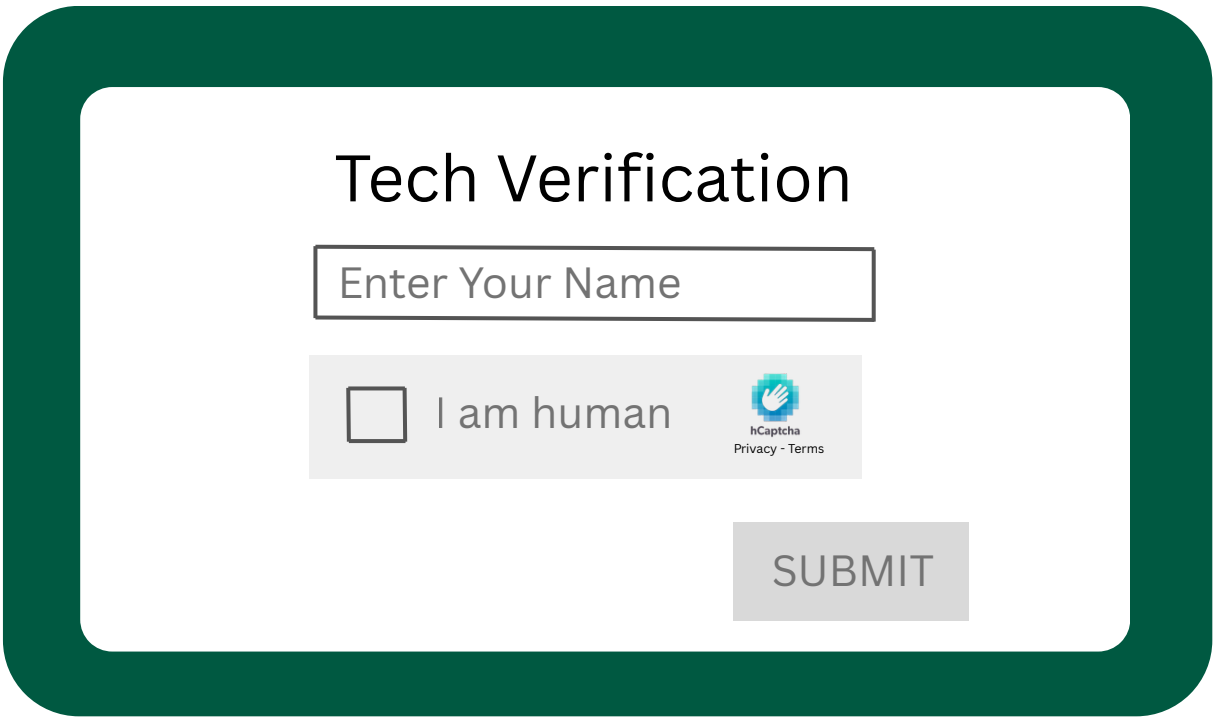


Click “Verify Technician” .

This should send a code to your technician. The technician needs to repeat the code that will pop up on your screen.

Tech Verification: MSP Website

Go to TeamLogic IT Milwaukee's website . Click on "Verify Technician".



Enter your name and click "Submit". A code should appear, which your technician must read back to you, ensuring that you're speaking to a true member of the MSP.