

Reliance Contact Details



Main Reliance Protect Service Desk Contact Details

Reliance Service Desk

Tel: 0800 840 7121 choose option 1

Fax: 01977 801356

Service Desk enquires - servicedesk@rht.co.uk

Training enquires – training@rht.co.uk

The above contact details are used by Services to:

- Organise training for new staff or refresher training for existing staff.
- To notify reliance of any leavers (**details need to be removed from reliance system**)
- To notify reliance if a member of staffs escalation details have changed (**i.e. changed job, moved team/manager etc.**)
- To notify reliance that a member or members of staff personal details have changed (**any information supplied on the user profile form**).

Other Reliance Protect Service Desk Contacts (if required)

Customer Support Manager (service desk)

Katrina Wilkinson

E-mail: katrina.wilkinson@rht.co.uk

Tel: 0800 840 7121 choose option 1 when you get through ask for Trina

Mobile: 07721718967

Customer Support Supervisor (service desk)

Ben Abson

Tel: 0800 840 7121 choose option 1 when you get through ask for Ben

Email: Ben.Abson@rht.co.uk

Reliance Protect Website

<http://www.relianceprotect.co.uk/>

<http://www.relianceprotect.co.uk/lone-worker-video/> (2 minute video)

Useful West Lothian Council Links

How to Use Your Device and all the Key Functions

[Key Functions and How to Use Your Device](#)

Process Flow Diagrams Detailing what to do if

All the links below are pointing to stored documents in the Meridio system, Location shown in brackets (Fileplan-> Council Wide-> Policies Procedures Guidance -> Lone Worker Guides).

[Lone Worker Process Team Leader or Manager - What to do if you have a New Start](#)

[Lone Worker Process Team Leader or Manager - What to do if you have a Leaver](#)

[Lone Worker Process Team Leader or Manager - Reallocation of Devices](#)

[Lone Worker Process Team Leader or Manager - New Post Employee being Introduced](#)

[Lone Worker Process - What to do if your User Personal Details have Changed](#)

[Lone Worker Process - What to do if your User Escalation Details have Changed](#)

[Lone Worker Process - What to do if you have a Faulty Damaged or Lost Device](#)

[Lone Worker Protection Presentation](#)

[Reliance Lone Worker Device Usage Video](#) (10 minute video)

