



Mary Immaculate

Computer Services

Helpdesk

User Guide





Computer Services Helpdesk User Guide

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The Mary Immaculate Computer Services Helpdesk has been established to meet the needs and requirements of all users (Staff & Students) on any IT related issues or problems.

2. How To Log A Call With The Helpdesk

2.1 Email michelpdesk@mic.ul.ie

2.2 Phone Extension 4777

2.3 Voicemail **Leave a message on the Helpdesk voicemail**

2.4 URL / Webpage <http://trackit/tiweb8/selfservice>
(Enter call details & SUBMIT)

- Name
- Contact number
- Office number
- Department
- Username
- Description of the problem or request
- Priority (if any)
- Any other details that you think may be necessary



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3. Helpdesk Support Hours

The Computer Services Helpdesk is available during the following hours:

Monday - Friday, 9am to 5pm

After Hours: Calls can be logged outside of these hours via email / voicemail message or through the webpage as indicated earlier. Tickets will then be created on our call logging system and assigned to the relevant staff member.

4. Helpdesk Services

The Helpdesk provides support in the following areas, but not limited to:

- User accounts / password issues
- User / email account creation
- PC / printer / email issues
- Blackboard & Student Notes
- Network services
- File shares & permissions
- Software installation & management (Microsoft & other specific)
- Hardware requests (e.g. PCs, printers etc.)
- Webmail issues
- Printer consumables
- Internet & wireless access
- Operating system updates



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5. Call Priority Levels

The Helpdesk will make every effort to resolve issues at the time of the call. Computer Services staff will log and assign priorities for all requests that were not resolved at the time of the call. The Priority Levels assigned to any call / incident should reflect the impact that the problem has on its related user.

Below, see details of the priorities with their definitions and some examples:

Priority	Definition	Examples
1	Widespread service is unavailable	<ul style="list-style-type: none">• Network connectivity down for entire campus• Email down on campus• Server(s) down
2	Business requirements cannot be met under current operation	<ul style="list-style-type: none">• Staff member's computer is down, preventing them from working• Password issue (user cannot login)• Multiple user printer is down
3	Non-critical service impacted : Daily work impaired but user is still able to function	<ul style="list-style-type: none">• Software application will not work• Problem with access to shared drives
4	Require new functionality	<ul style="list-style-type: none">• Equipment moves or changes• New PC / printer / software application / user & email accounts to be ordered / created



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6. Feedback

The Computer Services Helpdesk would like to receive feedback from its users on any issues so we can improve and enhance the services that are provided.

Any feedback can be sent via email to michelpdesk@mic.ul.ie