

## Academic Computing & Network Services

### Work Orders—Submitting via E-Mail to Help Desk

(Employees Only)

<<< Failure to follow the instructions completely will delay processing your request. >>>

#### **Submit a work order request per person via E-Mail to Help Desk:**

*(the work order will be logged immediately and you will receive a work order #)*

1. Open an E-Mail Client (i.e. MS Outlook or Web Access).
2. In the **To:** line, type **helpdesk@mail.ecsu.edu**.
3. In the **Subject:** line, type a **Brief Summary of the Problem**  
*(ex.: Printer will not print, Unable to log into E-Mail, Voice Mail indicator light not working)*
4. In the **Body of the Message**, type **specific information:**
  - ☆ Requestor's name,
  - ☆ Extension,
  - ☆ Location (Room # & Building), and
  - ☆ Detailed description of the request including the type:  
[\(see work order descriptions for more details\)](#)
    - Hardware (Computer continues to freeze),
    - Network (Reset Domain Password),
    - Quote (Computer, Printer, Scanner)
    - Software (Microsoft Word will not open), and/or
    - Telephone (Handset does not work).
5. Send the E-Mail message. *(Note: A Technician will contact you to schedule the request. Work Orders will be processed by the severity of the problem.)*



#### **Request to Create an E-Mail Account [\(Complete On-line Request Form\)](#)**

*(Accounts will be created within 2 business days.)*

#### **Request to Reset E-Mail Password [\(Complete On-line Request Form\)](#)**

*(Passwords will be reset within 2 business days.)*



>>> E-Mail Address <<<

**[helpdesk@mail.ecsu.edu](mailto:helpdesk@mail.ecsu.edu)**

# Help Desk Work Order Descriptions

Submit a work order per person and include the requestor's name, extension, & location (room # & building).  
**Failure to follow the instructions completely will delay processing your request.**

## Hardware (Computer, Fax, Laptop, Printer, Scanner)

- Install Component(s)\*** (List: Floppy Drive, Hard Drive, and/or Memory)
- Problem** ( Printer leaves a black line on the right side on the paper.  Scan-Tron machine will not print.)
- Setup New Computer\* or Setup Old Computer**
  - Standard Setup includes:  Setup Domain Account,  Setup MS Outlook,  Install Software (Microsoft Access, Microsoft Excel, Microsoft Outlook, Microsoft Publisher, Microsoft PowerPoint, Microsoft Word, Symantec Anti-Virus, Microsoft Spyware (Beta 1), & Passport).
  - Transfer Files/Program.
  - Transfer WordPerfect license from old to new computer. Need to list the current version (Check Version: Open WordPerfect, Click on Help, Click on About WordPerfect). *Note:* WordPerfect will be removed from the old computer.
  - Setup New Printer or Setup Old Printer.
  - List special software not listed and fax the license with the work order # to 335-3534.
  - Request to drop off equipment for a work order. (Need to call and schedule a time with Shelleé Rust 335-3532.)

\* *Send a work order including the PO # when you receive the Purchase Order for equipment ordered.*

## Network (E-Mail, Internet)

- Access Network** ( Register Computer/Laptop to Access Network.  Unable to connect to internet, list error and website: "Unable to display page" or "Page could not be found".)
- E-Mail** ( Mailbox is closed.)
- Network Printer/Folder** (List names, extension, and location (Room # & Building) of all staff involved.)

## Quote (Equipment, Software)

- Quote** (List special requirements needed for  Computer,  Printer,  Scanner and  Software.)

## Software

- Install Application\*** (List software and fax the license with the work order # to 335-3534.)
  - Problem** (List software and exact problem: will not open, freezes, report error messages.)
  - Setup MS Outlook** (List username.)
- \* *Send a work order including the PO # when you receive the Purchase Order for software ordered.*

## Telephone

- Problem** ( Error Message on Display Panel.  Handset does not work.  Voice Mail light does not work.)
- Reset Voice Mail Password** (List: Name & Extension) The new password will be e-mailed to you.
- Setup Phone/Voice Mail Account**
  - New User and/or Voice Mail Account (List: Name, Extension, Location (Room # & Building), Request Date)
  - Relocate Existing Phone (List: Name, Extension, Current and New Location (Room # & Building))
  - Name Change Request (List: Name, Extension, Location (Room # & Building), New Name)