

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	1 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

AoA IT Helpdesk Instructions

1. Purpose

The purpose of this document is to outline the steps for using the AOA IT Department’s Helpdesk system when submitting issues and questions. It should be noted that, aside from an emergency, this is the only acceptable method for contacting the IT Department with a question or a problem.

2. Scope

The system is setup for two different types of intake – that from a department employee inside the Chancery and also from a parish-based staff members and clergy (who are seeking support for remote e-mail access and general consultation).

3. Prerequisites

None.

4. Responsibilities

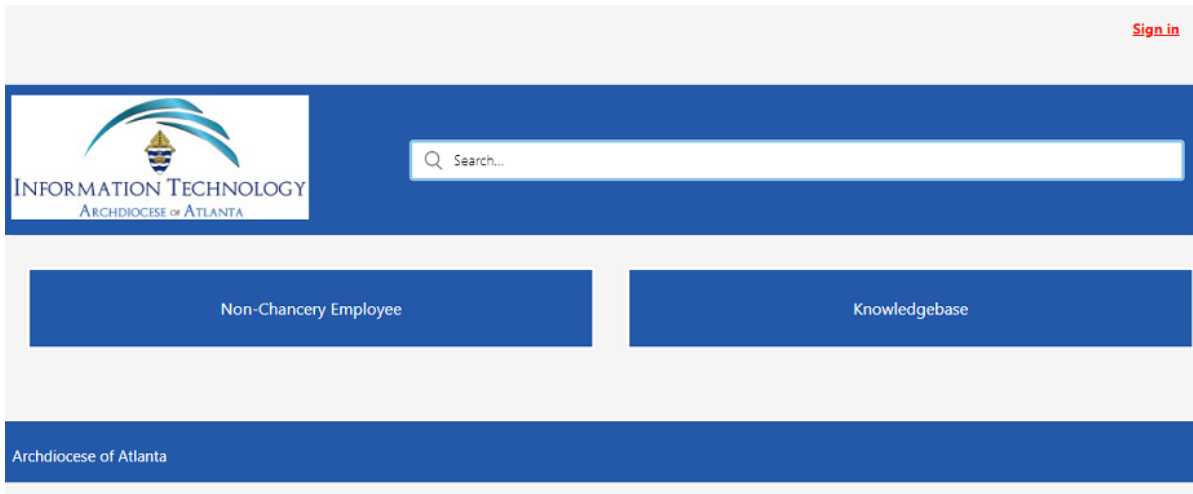
It will be the responsibility of AoA’s Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <https://support.archatl.com/>

5. Procedure

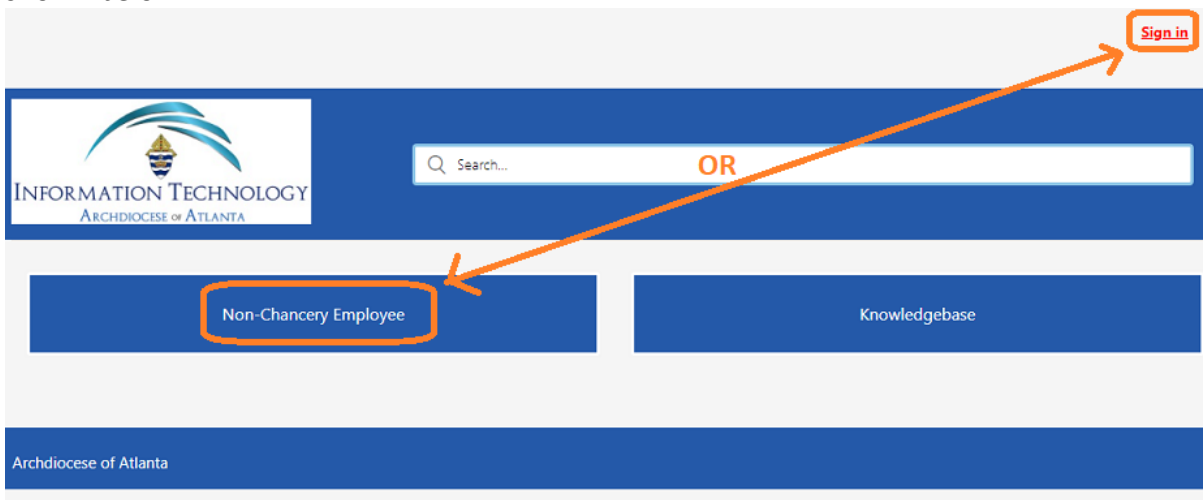
1. Using your preferred browser, proceed to “help.archatl.com” (which should resolve to the Helpdesk’s main page: <https://archatl.zendesk.com/hc/en-us>)

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	2 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

2. Your screen should look similar to that shown below



3. Depending upon the type of employee you are, you will choose one the two options shown below

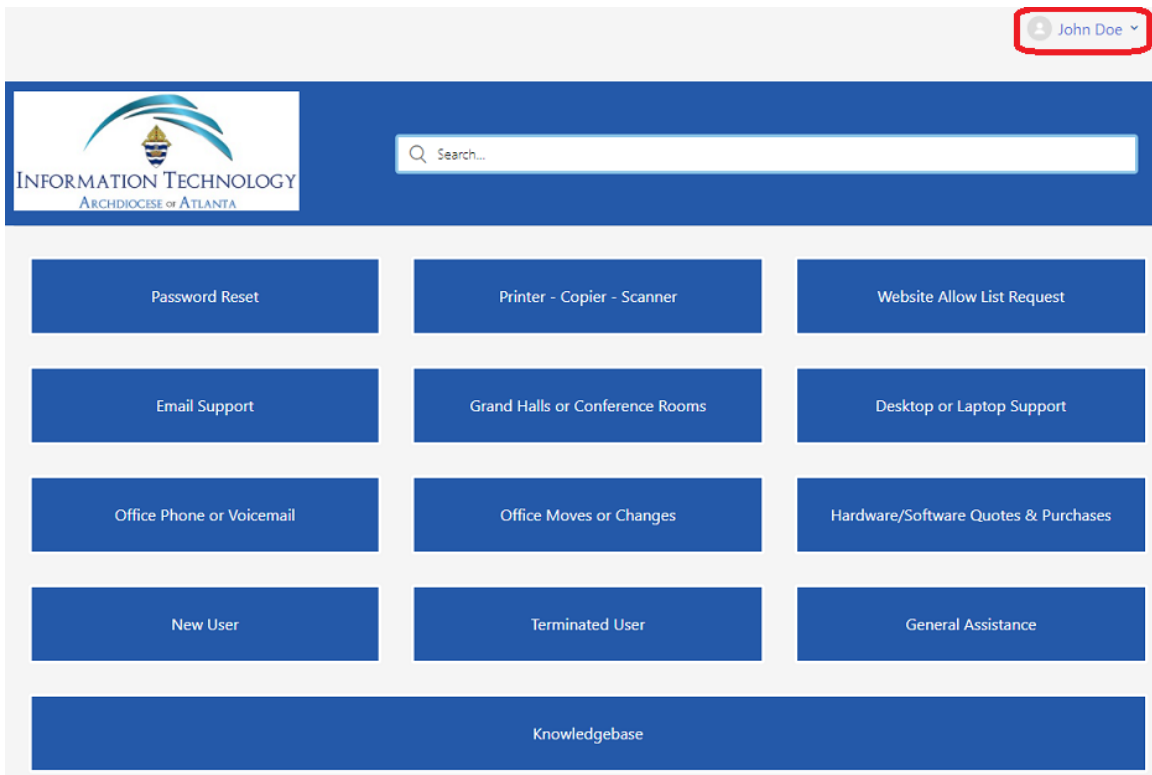


4. As a department employee of the Chancery, users should click on the [Sign in](#) link found in the top right corner of the screen and the system will automatically log you in.

Note: *Non-Chancery Employees (such as parish clergy or parish staff) should skip to Step 9 on page 6 of these directions.*

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	3 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

- Once logged in, users should see their name in the top right corner of the main menu screen



The screenshot shows the user interface for the Information Technology Archdiocese of Atlanta helpdesk. In the top right corner, the user's name 'John Doe' is displayed next to a dropdown arrow, enclosed in a red box. Below this is a search bar with the text 'Search...'. The main content area consists of a grid of blue buttons for various services: Password Reset, Printer - Copier - Scanner, Website Allow List Request, Email Support, Grand Halls or Conference Rooms, Desktop or Laptop Support, Office Phone or Voicemail, Office Moves or Changes, Hardware/Software Quotes & Purchases, New User, Terminated User, General Assistance, and Knowledgebase.


- Choose the option above which best suits your request.


		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	4 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		


7. Depending upon your issue, you will be presented with an “info gathering” screen where you’ll be asked to supply as much information to IT Support as possible. **Please be as detailed as you can** The more information provided on the ticket, the easier/faster it will be to have your issue resolved


Archdiocese of Atlanta > Submit a request Q Search...


Submit a request


Subject * 

Device Type * 

SOS # * 

Reason For Ticket * 

Description * 

Attachments 

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Add file or drop files here

All fields with a red asterisk (*) MUST be completed

Drop down menus are often supplied to help make completing the form easier

Users are encouraged to supply as much information in the Description fields as possible!

Users are provided the option of attaching a file if they'd like

... when finished, click on the Submit button ...

Submit a request

Subject *
Workroom Printer Flashing an Error Code

Device Type *
Copier/Scanner


SOS # *
1234ABCD

Reason For Ticket *
Error Code

Description *
The workroom printer in the mailroom is making a loud noise, leaking water, dimming the lights and flashing an error code which reads "Is it Friday yet?"

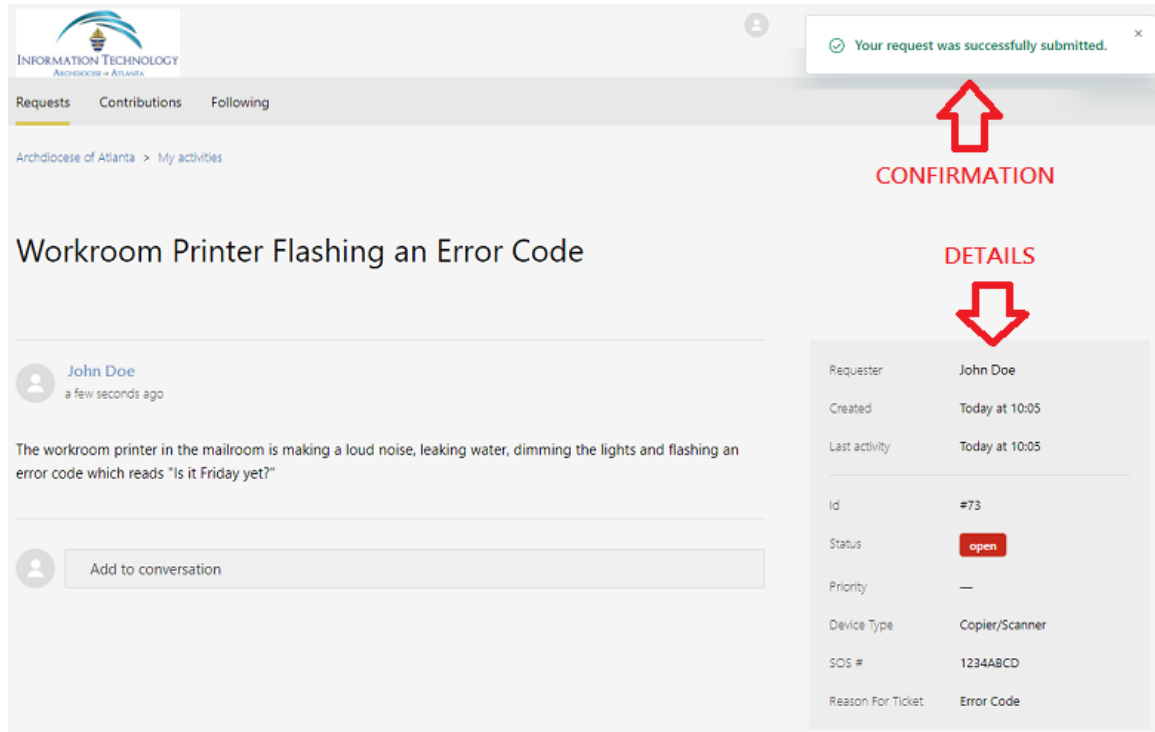
Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments
Add file or drop files here




Submit  **Once completed, click on Submit**


		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	5 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

8. Upon submitting the request, you will receive a confirmation screen that looks similar to the one below



... along with a verification e-mail confirming your request is now in the system...

 Reply
  Reply All
  Forward


 Wed 1/6/2021 10:05 AM
 Archdiocese of Atlanta <support@archatl.zendesk.com>
 [Request received]

To John Doe

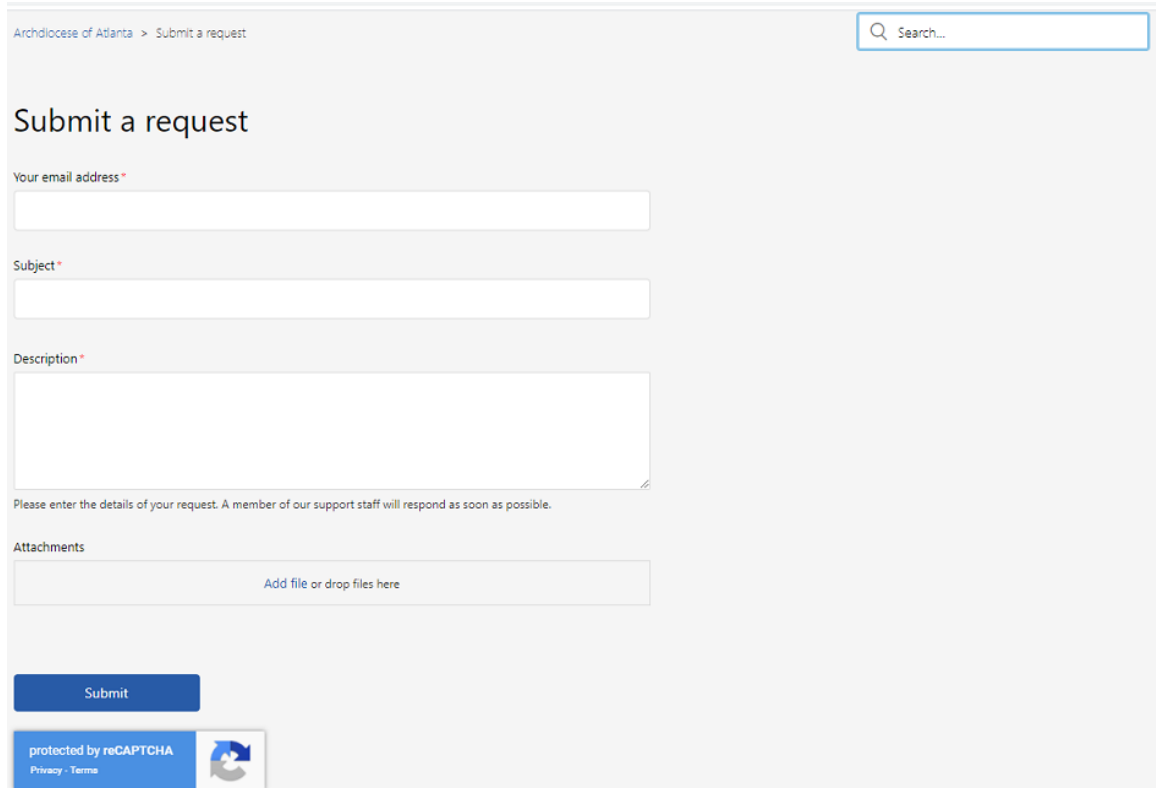
Your request (73) has been received and is being reviewed by our support staff.

To add additional comments, reply to this email.

This email is a service from Archdiocese of Atlanta. Delivered by [Zendesk](#)

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	6 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

9. Non-Chancery employees will be presented with the following (more general) screen



Archdiocese of Atlanta > Submit a request Search...

Submit a request

Your email address*

Subject*

Description*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

Add file or drop files here

Submit

protected by reCAPTCHA
Privacy · Terms

Non-Chancery personnel should complete the above screen using the same directions as detailed in steps 7 on page 4 of these instructions and submit their request when finished. Upon doing so, they, too, will receive the confirmations listed in Step 8 on the previous page.

10. At this point, all further communication between the user and the IT department will be handled through e-mail communication. Users can also always monitor the status of the request online at the helpdesk site: **“help.archatl.com”**

6. References

A library of procedures such as this may be found at AOA IT Dept.’s Knowledgebase page at: <https://support.archatl.com/index.php?/Knowledgebase/List>

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
		Implementation Date:	01/01/2021
Page #:	7 of 7	Last Reviewed/Update Date:	01/01/2021
Direct any comments to:	http://help.archatl.com/		

7. Definitions

None.