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).

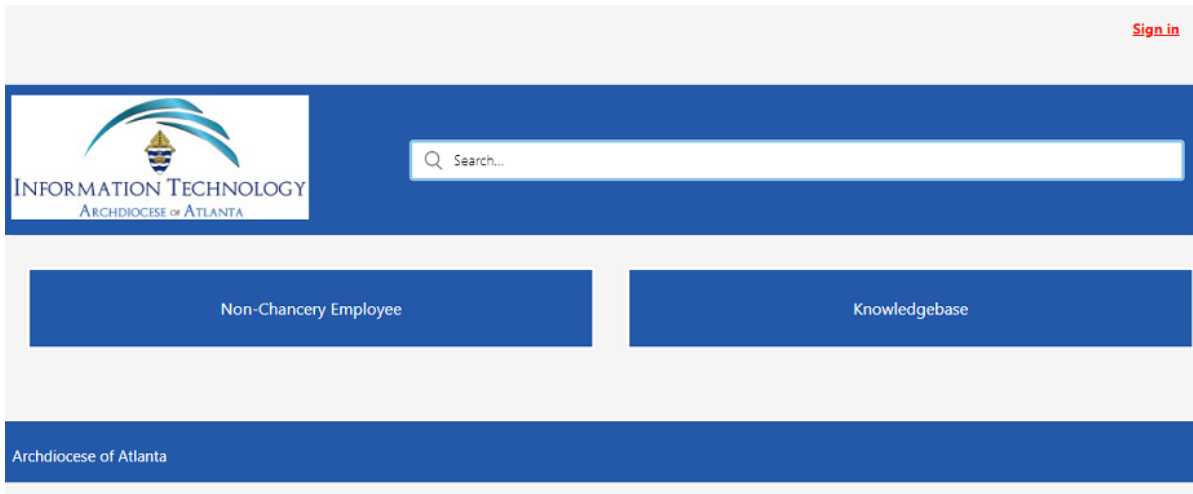## 3. Prerequisites

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/
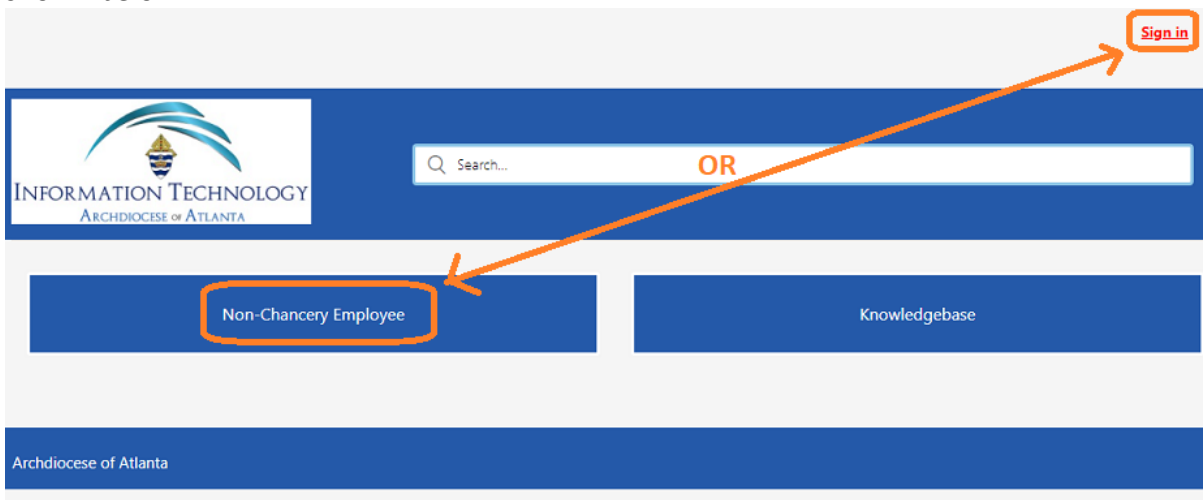
5. Procedure

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

2. Your screen should look similar to that shown below ….

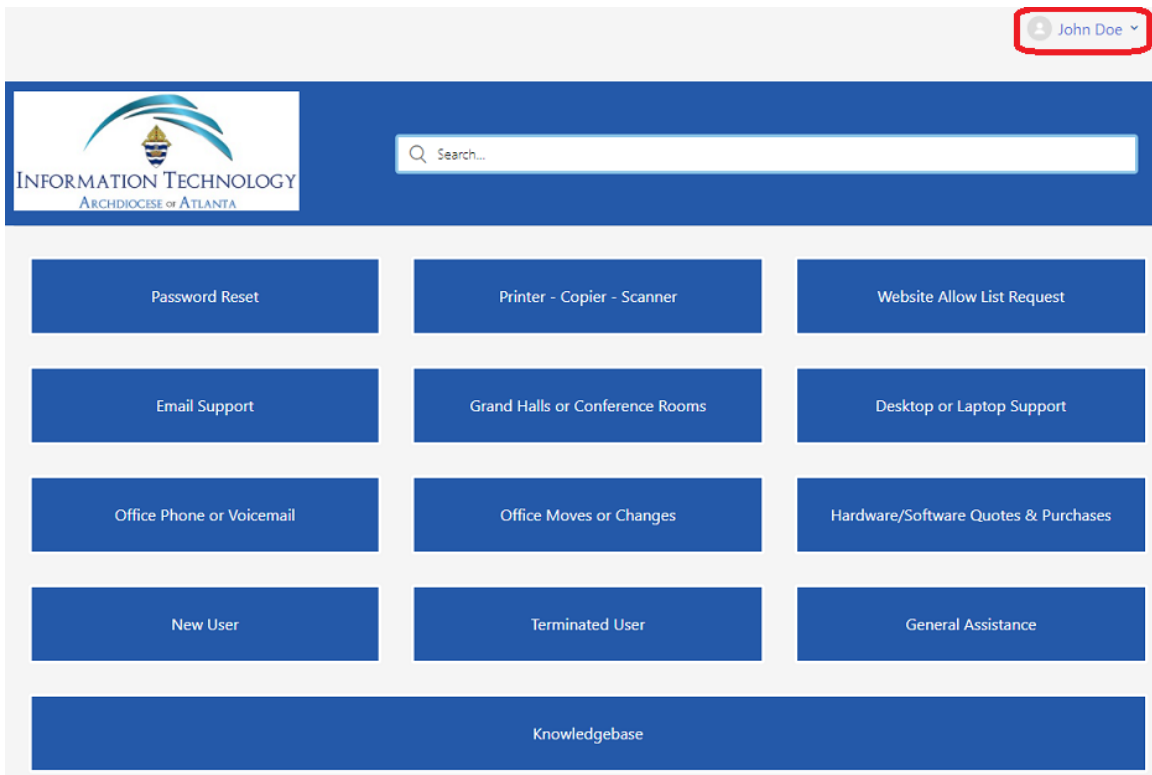3. Depending upon the type of employee you are, you will choose one the two options shown below ………

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.*

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

6. Choose the option above which best suits your request.

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 ….


… when finished, click on the Submit button …
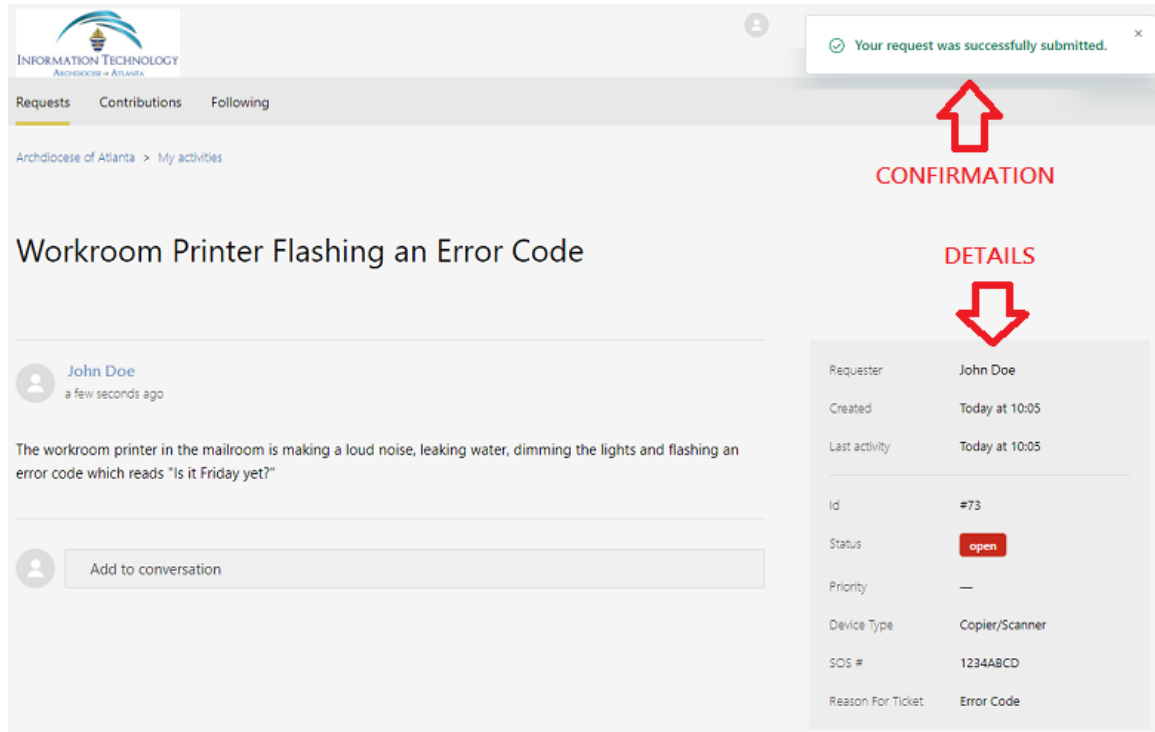
8. Upon submitting the request, you will receive a confirmation screen that looks similar to the one below …..

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

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

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

7.   Definitions

None.