



Memo

Date: January 18, 2021
To: Chancery staff, clergy and parish admins
From: Tom Hardy, Director, Office of Information Technology
Re: New IT Helpdesk

Please note, a new and enhanced IT Support Helpdesk is rolling out this Monday, January 18, and will replace* the old helpdesk system for IT requests.

Starting on Monday, if users need to request IT assistance and would like to submit a ticket, they are instructed to go to the following link to do so:

<http://help.archatl.com/>

Though the new site is very intuitive, instructions for using the new helpdesk system can be found [here](#). Please note that the Office of IT will stop monitoring the old system on Monday and focus only on requests submitted on the new site – so please become familiar with this new process and take some time to review the instructions at your earliest convenience.

Should you have any questions, suggestions or additional requests about the new helpdesk, please contact us via the new helpdesk at <http://help.archatl.com/> or e-mail me directly.

Thank you.

* Requests for the Office of Communications and the Office of Archives and Records will remain on the current helpdesk platform until further notice.