Memo

Date: March 25, 2019

To: Priests, Chancery and Catholic Charities Atlanta Staff

From: Tom Hardy, Director, Office of Information Technology

Re: Reminder – New Ticket System

As was shared on January 2, 2019, this is a reminder that in an effort to better track and organize IT-related requests, we are requiring all users to begin submitting their requests into the ticketing system by following the steps below:

1. Go to https://support.archatl.com/
2. Click on the "Submit a Ticket" button
3. Choose the category that best fits your need
4. Input YOUR information in the "General Information" section
5. Continue to complete the entire form providing as much detail as necessary in the "Your Message" section
6. Click on the "Submit" button

*Once the initial ticket is put into the system, the user will then be able to communicate back-and-forth with us through the support@archatl.com e-mail address.

Submission of tickets by this method will help to better track and organize IT-related requests – allowing us to run metrics on the issues which in turn should help us with:

- Being more proactive to common issues
- Pinpointing training needs that will better educate our user base
- Among other reasons.

We would like to have users refrain from calling our hotline number directly and/or walking into our offices with an issue. These two methods of reporting a problem should be reserved for emergency use only.

E-Mails and calls to direct mailboxes/phone lines of IT personnel should also cease – unless, again, the issue is deemed an emergency.

If you have any questions, please email thardy@archatl.com.