

		SOP #:	HelpDesk Instructions-001
		Revision #:	(Initial)
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Direct any comments to:	https://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

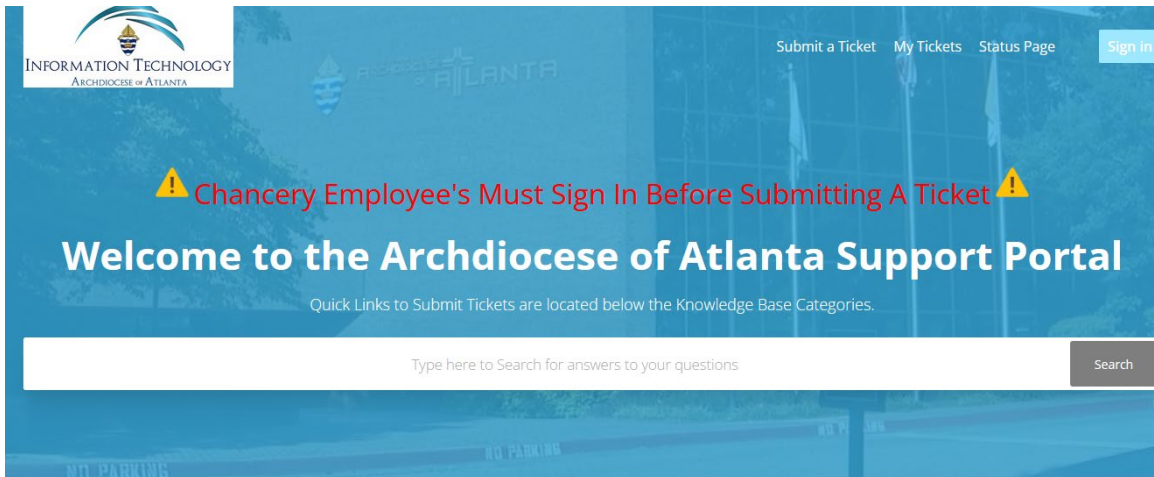
It will be the responsibility of AoA’s Department of Information Technology to keep these directions updated. Should these procedures require an update, a modification, a correction, etc. – the IT department should be notified by way of the helpdesk ticketing system found at: <https://help.archatl.com/>

5. Procedure

1. Using your preferred browser, proceed to “help.archatl.com” (https://help.archatl.com)

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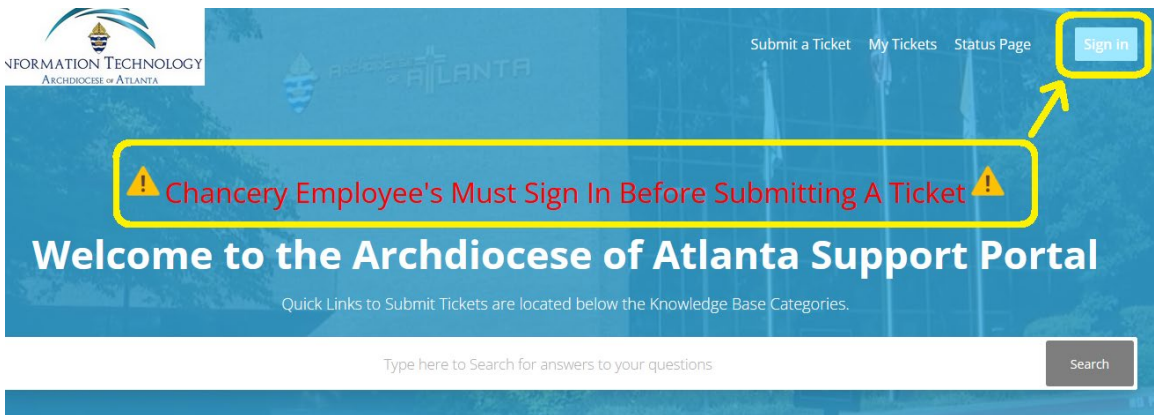
2. Your screen should look similar to that shown below



Knowledge Base



3. If you are an Archdiocesan employee based outside of the Chancery (i.e. parish office; remote clergy; etc.), skip to step 5. If you are an employee working for a department at the Chancery, you must Sign in (or be signed-in)

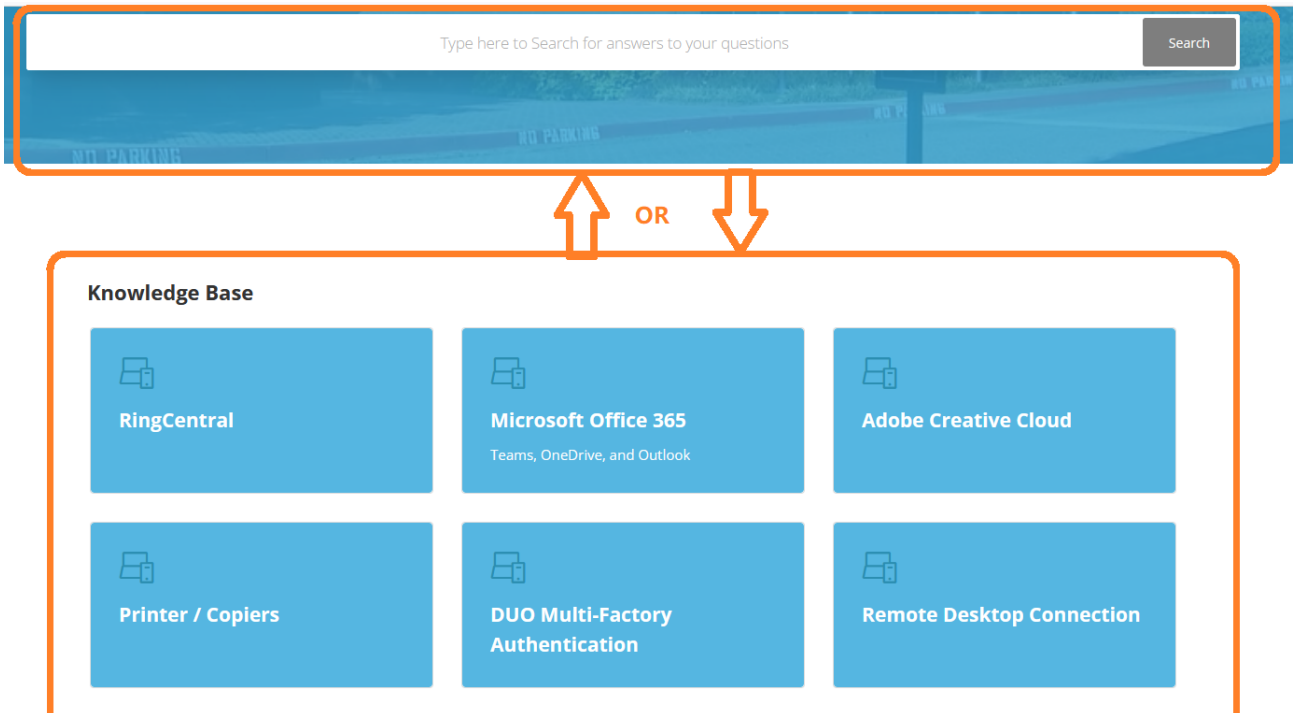


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- Once logged in, users should see their name in the top right corner of the main menu screen



- Users are urged to research answers to their questions/issues by searching through the Knowledgebase (KB) articles



The diagram illustrates a search flow. At the top, there is a search bar with the placeholder text 'Type here to Search for answers to your questions' and a 'Search' button. Below the search bar, two orange arrows point downwards, with the word 'OR' between them. These arrows point to a 'Knowledge Base' section. This section contains a grid of six blue tiles, each with a document icon and a title: 'RingCentral', 'Microsoft Office 365' (with subtext 'Teams, OneDrive, and Outlook'), 'Adobe Creative Cloud', 'Printer / Copiers', 'DUO Multi-Factor Authentication', and 'Remote Desktop Connection'.

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- To bypass the KB and submit a ticket directly, continue to the bottom of the page and choose the option which best suits your request ...

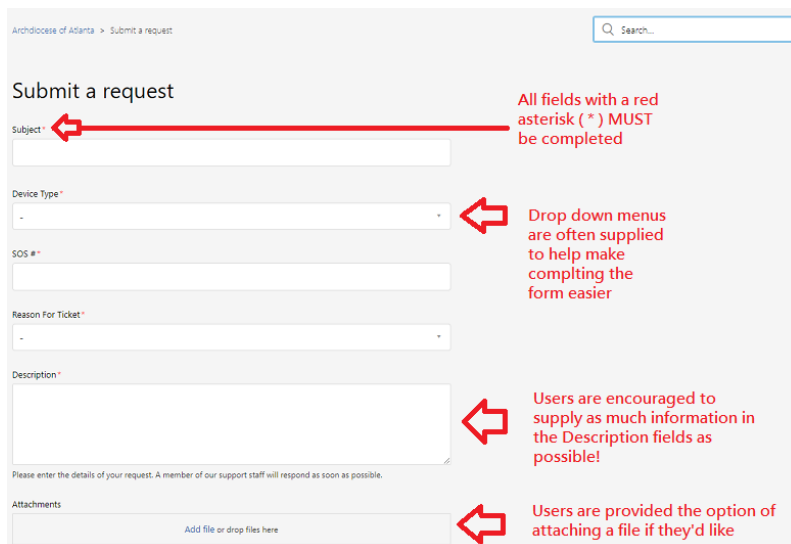
Ticket Quick Links

Please select a request type below:

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
AT&T Wireless Device Request	Clergy Account (Add/Remove/Change)	

NOTE: Non-Chancery users will see a more limited ticket option menu.

- 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

Submit a request

Subject *

Device Type *

SOS # *

Reason For Ticket *

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

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

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... 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

←
Once completed, click on Submit

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




✔ Your request was successfully submitted. ×


Requests Contributions Following

Archdiocese of Atlanta > My activities

Workroom Printer Flashing an Error Code

 **John Doe**
a few seconds ago

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?"

 Add to conversation

↑

CONFIRMATION



↓

DETAILS

Requester	John Doe
Created	Today at 10:05
Last activity	Today at 10:05
Id	#73
Status	open
Priority	—
Device Type	Copier/Scanner
SOS #	1234ABCD
Reason For Ticket	Error Code

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... 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](#)

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

7. Definitions

None.