

**Tom Hardy**

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**From:** Archdiocese of Atlanta <communications@archatl.com>  
**Sent:** Thursday, June 24, 2021 11:45 AM  
**To:** Tom Hardy  
**Subject:** IT Helpdesk REMINDER

— THE ROMAN CATHOLIC —  
**ARCHDIOCESE OF ATLANTA**



# Memo

**Date:** June 24, 2021

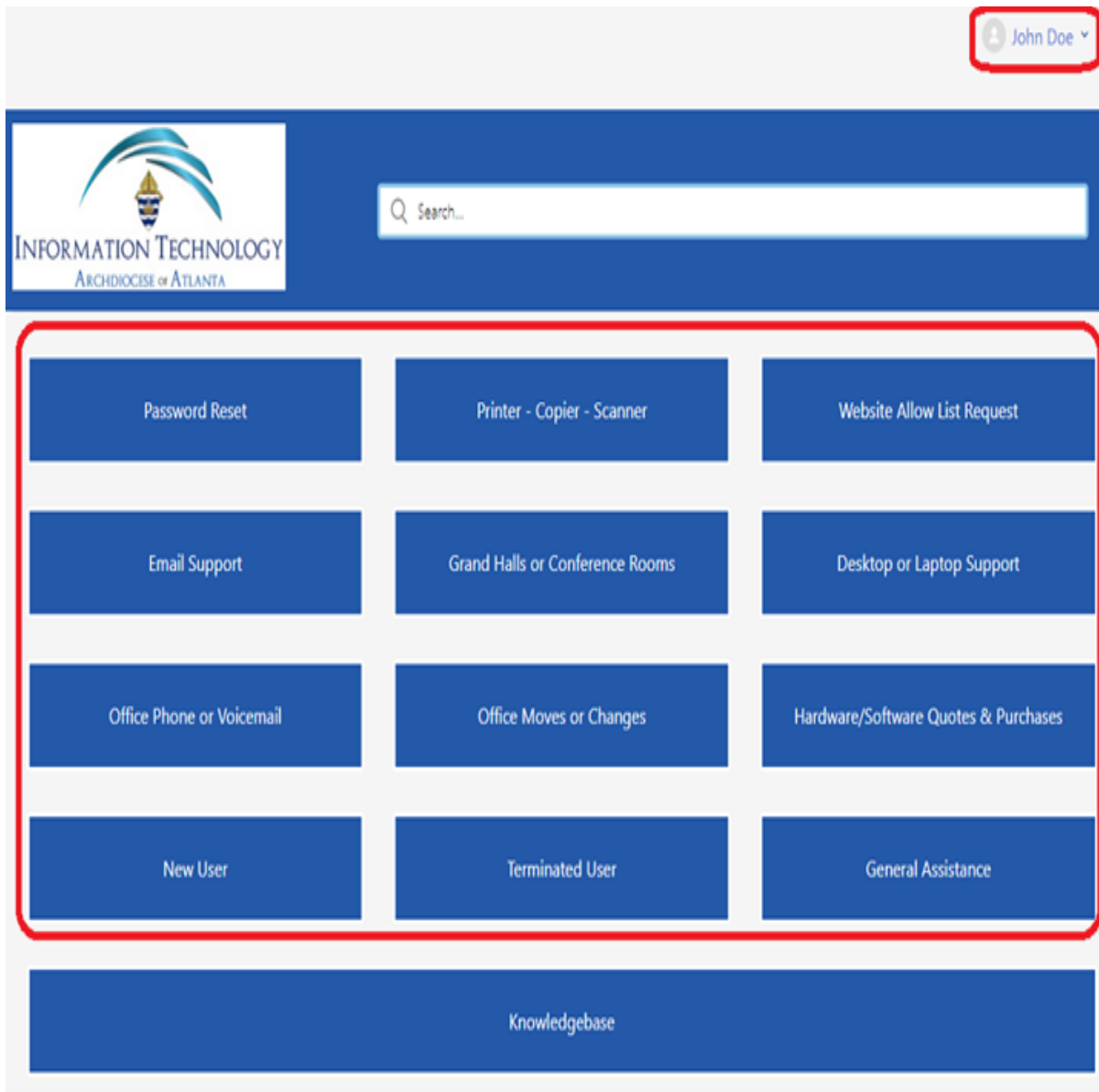
**To:** Chancery staff and clergy

**From:** Tom Hardy, Director, Office of Information Technology

**RE:** IT Helpdesk REMINDER

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We have noticed over the past few months that many Chancery-based employees may not be using the IT help desk as was designed. Please be sure that you use the "Sign In" option before submitting any tickets. It is important that you receive a screen similar to that shown below that clearly shows your name in the upper right corner and a menu of options as shown below:



Secondly, it is important for our reporting and informational records that users then choose the category that is closest to their issue – only choosing the General Assistance option when nothing else quite matches.

Please refrain from “shortcutting” the system and simply submitting a ticket from the non-chancery employee menu shown below. By doing so, all of the internal requests end up in the “General Inquiry” category and throw off our metrics.

Sign in



Search...

Microsoft 365 Migration [click here for further details and resources]

NOTICE: Weekly IT Maintenance Window Every Thursday -> 8pm-Midnight [Click here for more info]

General Inquiry

Knowledgebase

Thank you for your cooperation with this request. Should you have any questions or comments, please contact us via the helpdesk at <http://help.archatl.com/> or e-mail me directly.



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