

Who Do You Call For Help?

If you see something, do something!

	Type of issue	Contact
Badge/Access	Lost, not working	Safety & Security – x210-5543
Facility – Routine	Light bulb out, hang picture	Medxcel Facilities Management Ticket
Facility – Urgent	Spill on floor, restroom issue	Customer Support Services – x210-6111 Engineering/Medxcel – x210-5251 Environmental Services – x108-2917
Key	Lost, need to order	Safety & Security – x210-5543
Parking (employee)		Safety & Security – x210-5543
Phone/Voicemail	Not working, need password reset	AIS Service Desk – x210-5053 Service Now Ticket
Safety – Routine	Door handle not working, tripping hazard	Medxcel Facilities Management Ticket
Safety – Urgent		Hunting St: Safety & Security –77 2660 Main St: 911
Vending Machine - drink	No product, lost money	Coca-Cola Refreshment – 800-647-2653 Hunting St Equipment ID: 7706523 2660 Main St Equipment ID: 9874595
Vending Machine - food	No product, lost money	Dietary Services – x210-5139

How to submit a Medxcel Facilities Management ticket:

1. Go to the **Source** (<http://mysource>)
2. Click on the “**Engineering**” icon at the top of the window
3. Click on the “**Medxcel Facilities**” logo
4. Fill out the request form, provide as much detail as possible and click “**Submit Request**”
5. You will receive a confirmation email and another one when the ticket is closed upon completion

How to submit a Service Now ticket:

1. Go to the **Source** (<http://mysource>)
2. From the left navigation menu click on “**Applications**”
3. From the center column under General, click on “**Help Desk tool (Service-Now)**”
4. Enter your computer sign on information for User name (with our domain, ex: ctbri\username) and Password
5. From the left navigation menu click on “**Report an Incident**”
6. Fill out the request form, provide as much detail as possible and click “**Submit**”
7. You will receive a confirmation email and another one when the ticket is closed upon completion

Who do you call for IT help?



	Type of question	Contact
myAscension Portal	Sign on help, technical issues	AIS Service Desk – x210-5053, Service Now Ticket
	Assistance using Kronos and PeopleSoft applications (HR, AP)	MSC – 855-992-4672
Audio\Visual Equipment	Projectors, Smart Boards, TVs, DVD/VHS players	Debbie – x210-5954
	Message display boards	Anet – x210-5675
Authorize.Net (online payments)	Integration questions, account access	Debbie/Anet
	Technical issues	Authorize.Net Support – 877-447-3938
Blackboard Learn	Sign on, course shell creation, ad-hoc enrollments, content upload	Debbie/Anet – x210-5954/210-5675
	Technical issues uploading and viewing content, etc..	CTDLC Support – 866-462-8352, http://esupport.ctdlc.org/
Campus Anyware	Access, issues, table updates, new features, enhancements, customizations	Debbie – x210-5954
Campus Anyware – Apply Online	Applications, question updates	Debbie – x210-5954
Campus Anyware – Faculty Services	Faculty sign on, how to use questions	Debbie – x210-5954
	Can't see your class/advisee	Vinny (Registrar) – x210-5616
Campus Anyware – Online Student Services	Student sign on, online registration, billing and financial aid information	Debbie – x210-5954
Campus Anyware – Reports	Crystal Reports, data collection & analysis	Institutional Researcher
College Shared Folders	Access, new folder setup, permissions	Debbie – x210-5954
Computers in offices	Not working, logon problems, speed issues	AIS Service Desk - x210-5053, Service Now Ticket
Computers in classrooms/labs	Not working, logon problems, speed issues	Debbie – x210-5954
Copier/Printer	Paper jams, toner replacement, not working	AIS Service Desk - x210-5053, Service Now Ticket
Financial Aid Government Systems (COD, EExpress, G5)	Software install of EExpress	Debbie – x210-5954
	Any other questions	Contact system support directly
Google Gmail accounts	Student sign on issues and questions	Debbie – x210-5954

	Type of question	Contact
Meeting Room Manager	Updates to rooms, course schedule	Anet – x210-5675
	Reservation requests and confirmations	Nancy – x210-5578
myLearning	Sign on help, technical issues	AIS Service Desk - x210-5053, Service Now Ticket
Outlook	MS Office Outlook, Outlook Web App	AIS Service Desk - x210-5053, Service Now Ticket
OneChart/Enterprise/Tap & Go	Sign on and access help for students Sign on and access help for faculty	Sarah Conder – x210-5238 Debbie – x210-5954
Panopto	How to use, Blackboard Learn setup	Anet – x210-5675
	Technical issues	Panopto Support – 855-765-2341, 24 x 7, http://support.panopto.com/
Phones	Office phone not working, voicemail password reset	AIS Service Desk - x210-5053, Service Now Ticket
	Conference Phone setup	Debbie/Anet
Remote NetAccess	First time setup	Debbie – x210-5954
	Technical issues using software	AIS Service Desk - x210-5053, Service Now Ticket
Reports	Collection of data, submission of reports	Institutional Researcher
Scanners for DocAnywhere	Setup, trouble using scanners	Debbie – x210-5954
Social Media	Questions about Facebook, Twitter, YouTube, LinkedIn	Anet – x210-5675
Software Installs	Office, classroom, lab computers	Debbie – x210-5954
Software Purchases	Research options, contract process, implementation	Anet – x210-5675
Survey Monkey	Survey creation, results collection, analysis	Institutional Researcher
TMS (Tuition Management Systems)	Payment plans Refunds processing	800-722-4867 888-722-4867
Website/WordPress	Access and training to update content, news/events, enhancements	Debbie/Anet
Wi-fi/Wireless Access	Password	See Directory
	Connectivity issues	AIS Service Desk - x210-5053, Service Now Ticket