

How to Submit Requests to IT Help Desk

Purpose:

To show the ways requests can be sent to the IT help desk for assistance with technical questions or help fixing an issue.

Prerequisite:

- Access to email or phone

Who's Responsible:

- All employees

Process:

• Via Email

- Send email to support@jranck.com with questions/issues.
- A ticket will be created for the IT department.
- All IT team members will be able to see all requests submitted
- Include as much information as possible on the issue
- Attach screen shots of issue if possible/applicable
- Email follow ups will be sent via the ticket process to the requestor and anyone else CC'd on the ticket

• Via Phone

- External phone call **(989) 775-1010**
- Internal phone call extension **2120**
- Someone in the IT department will answer the phone. If no one answers, leave a message and a ticket will automatically be created and all IT members will be able to see it and listen to the voice mail

• Via Drop-in

- Stop by any of the IT teams offices. If someone's door is closed that means they are either working on something critical or are in a meeting. Pick another IT team member to go to
 - If IT can address a quick question, they will do so
 - If not, they may ask that a ticket be submitted so the information is gathered, and the request is not lost or forgotten about. This also allows tracking of the question/issue to identify if others are having the same question/issue
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