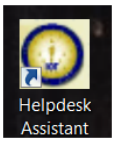
In our efforts to serve our customers in the most effective and efficient manner, we would like to clarify the procedures for submitting various help desk tickets. It is also important to remember helpdesk related tickets should **not be sent to MIS staff directly**. This is to ensure the appropriate person responds to the ticket, and the ticket is answered in a timely fashion.

IOT Help Desk Tickets: Helpdesk Assistant is located on your desktop

Phone: (317) 234-HELP (4357 or Toll-Free at 1-800-382-1095.



Issues that should be reported through the IOT Help Desk:

- Password resets
- Login problems
- Issues related to your staff computer
  - Browser updates
  - Slow computer
  - Computer not functioning properly
  - Etc.
- IOT "supported software" installation, updates, and patch management
  - Programs Included:
    - Adobe Reader
    - Microsoft Office Suite
    - Microsoft Outlook
    - Any Software purchased through IOT
- Printer Services (Networked, Staff Computers)
  - Hardware (break/fix) support. All consumables (paper, ink cartridges, and toner, see Monica Lang)
  - Connecting a networked computer to a printer.
- E-Mail Services
- File Storage (the P: drive, and your Home drive)

MIS Internal Help Desk: http://help.evergreen.lib.in.us/helpspot/isl/index.php

Issues that should be reported through the MIS Internal Help Desk:

- Public Computer Hardware and Software Issues
- Phone Issues
- New/Leaving Employees
- Critical Web Updates (Non critical updates can be sent through Outlook mail to Lisa Meadows)
- Public Computer Filtering Issues (Public service supervisors also have the ability to make these changes)
- Distribution List Updates
- Non IOT supported software installation, updates, and patch management.
- Local Printers or Public Printers (Not connected to the IOT Network)
- ISL Database Issues