Helpdesk 101

Here are a few tips that will help us deal with your requests as quickly and efficiently as possible.

- Please send initial support requests to *help@cns.utexas.edu* .

  This way, the email is routed to appropriate staff and it is entered into our tracking system so we can ensure your request does not get lost.

  Please do not send email to specific individuals in the group - they may be out of the office or otherwise busy and unable to help you, while another member of the group could help you more quickly.

  We would suggest putting *help@cns.utexas.edu* in your address book.

- When sending a support request, please make sure to include the following information:

  1. Name of machine in question.
  2. Operating System (especially for dual-boot machines).
  3. As detailed an explanation of the problem as possible.
  4. Any relevant error messages.

  If the problem is completely stopping you from doing your job, or you are dealing with an impending (2-3 days) deadline, please tell us. This will allow us to prioritize your request accordingly.

- When someone in the group has been assigned to your ticket, you will receive an email.

  Please remember that we are busy and may not be able to acknowledge your ticket right away - please give us at least 24 hours to respond.

  If no one has taken your ticket by then, please send a follow-up email to *help@cns.utexas.edu*. If you send in a request over the weekend and it's not critical, be aware that someone might not respond until Monday morning.

  If, after you've received this email, you have questions or other information about the problem, please reply to the acknowledgment email, don't send a new email to *help@cns.utexas.edu*.

- When replying to a ticket, please do not change the subject line or return address, as these are critical to the automatic routing of your message.

  This will ensure that all correspondence about a request is recorded in the ticket system.

If you have any questions or concerns, please don't hesitate to come see one of us - we'll help you out as best we can.