

Procedure for Providing Support from HelpDesk

Izmir University of Economics IT Department HelpDesk provides support and help for about 3500 users over the address <http://helpdesk.ieu.edu.tr>. In order this support to reach its address on time and be effective these rules must be followed:

Steps to be taken and rules for providing help from the HelpDesk:

1. Support will be provided only when written request comes.

The user has to give necessary information (as seen below) and give a detailed explanation of the problem per email, as long as there is access to Internet.

Example:

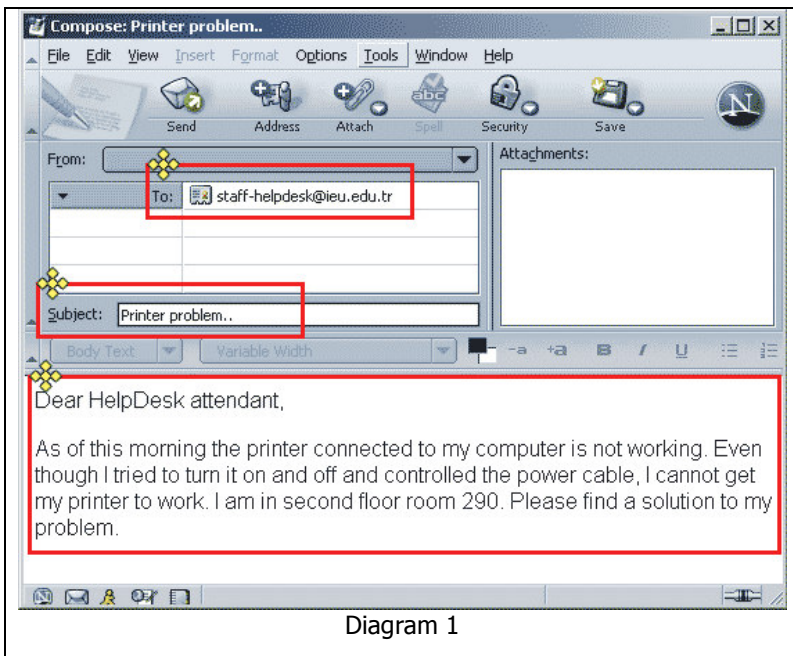
Request from : Staff Member.
To-do : Send an email to HelpDesk describing the problem with the computer.
Email to be sent to : staff-helpdesk@ieu.edu.tr (covers the staff member group).

- 1- First fill in the address section for the message.
- 2- In the Subject section, don't forget to summarize the problem.
- 3- In the message body, describe the problem with detail.

Example Problem: See Diagram 1

Dear HelpDesk attendant,

As of this morning the printer connected to my computer is not working. Even though I tried to turn it on and off and controlled the power cable, I cannot get my printer to work. I am in second floor room 290. Please find a solution to my problem.



2. After you finish your email, click SEND to send your mail.

3. After a certain period, you will receive an informative email from us telling that your message has reached us.

4. This mail will look similar to this:

This is an automatic confirmation reply. Your message has reached us and your request is stored in our archive.

Your message:

Dear HelpDesk attendant,
As of this morning the printer connected to my computer is not working. Even though I tried to turn it on and off and controlled the power cable, I cannot get my printer to work. I am in second floor room 290. Please find a solution to my problem.

At this point one of our colleagues will reply to you. Please take a note of the reference number on the message title.

IUE HelpDesk

5. It is important that you do not delete this message soon and keep the reference number. This will make the tracibility issues easier.

6. If possible, the solution will be provided online, namely you'll get directives about what to do.

Example:

Staff member's message:

Dear HelpDesk attendant,
As of this morning the printer connected to my computer is not working. Even though I tried to turn it on and off and controlled the power cable, I cannot get my printer to work. I am in second floor room 290. I am expecting help from you, thank you.

Answer from HelpDesk:

Dear user,
Make sure that there is A4 paper for the printer. If you have less gramaj paper on the paper, it is possible that your printer will not work. After you check these points, please return us answer over this message concerning the result.

If you receive such an answer, for the communication not to be broken you have to answer over the same message (with "Reply"). If you don't answer over the same address this will mean the creation of a new order. That's why you should be replying our message using the "Reply" link.

To solve a problem completely, such a dialog can go on for a while. However there may be cases where an [online interference is out of question](#). In such cases, as soon as possible, a HelpDesk attendant will arrive to the place you defined and try to solve the problem.

7. When the problem that was mentioned in your request mail is solved, you will receive a final mail informing that the problem was solved and which steps were taken to do that. At this point if you wish you can delete the emails.

The addresses for requesting help are as follows:

Academic members	academic-helpdesk@ieu.edu.tr	akademik-yardim@ieu.edu.tr
Staff	staff-helpdesk@ieu.edu.tr	idari-yardim@ieu.edu.tr
Student	student-helpdesk@ieu.edu.tr	ogrenci-yardim@ieu.edu.tr

If the case is that you cannot send emails (the Internet connection may be down, you may have forgotten your password) you can inform this to HelpDesk per phone (279). After you do this, HelpDesk will carry your request to web in your name so that its documented and archived. Due to HelpDesk work system; please make your requests PER EMAIL, NOT PERSONALLY. With the exception of the situation described above, requests that were not made per email will be ignored.

Help is provided equally, so you may have to wait if there are other people in front of you.

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