



Mary Immaculate

ICT Services

ICT Helpdesk

User Guide





ICT Services ICT Helpdesk User Guide

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1. Introduction

The Mary Immaculate ICT Helpdesk has been established to meet the needs and requirements of all users (Staff & Students) on any ICT related issues, incidents or problems.

This guide describes the key processes and procedures for the ICT Services, ICT Helpdesk and covers all aspects of its operations.

2. How To Log A Call With The ICT Helpdesk

There are four ways to log calls with the ICT Helpdesk

- 2.1 Email ICTHelpdesk@mic.ul.ie
- 2.2 Phone Extension **4777** DDI **061-774777**
- 2.3 Voicemail Leave a message on the ICT Helpdesk voicemail
- 2.4 Web <https://trackit.mic.ul.ie/TrackItWeb/SelfService/Login>

The following page shows some Guidelines when logging a call to the ICT Helpdesk via the above methods.



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Call logging via Email - Please ensure that you provide the following information:

- Name
- Contact number
- Office number
- Department
- Username
- Description of the problem or request
- Priority (if any)
- Any other details that you think may be necessary to the call

Call logging via Phone - Please ensure that you provide the following information:

- Name
- Contact number
- Office number
- Description of the problem or request
- Priority (if any)
- Any other details that you think may be necessary to the call

Call logging via Voicemail - Please ensure that you provide the following information:

- Name
- Contact number
- Office number
- Department
- Username
- Description of the problem or request
- Priority (if any)
- Any other details that you think may be necessary to the call

Call logging via Web - Please ensure that you provide the following information:

- Summary
- Call Back number
- Specific description of the problem / error or request



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3. ICT Helpdesk Support Hours

The ICT Services ICT Helpdesk is available during the following hours:

Monday TO Friday FROM 9am to 5pm

After Hours: Calls can be logged outside of these hours via email / voicemail message and the Self Service web link as indicated earlier. Call log tickets will then be created on our call logging system and assigned to the relevant technician.

4. ICT Helpdesk Services

The ICT Helpdesk provides support in the following areas, but not limited to:

- User Account Creation / Password Issues & Resets
- Email Account Creation
- PC / Printer / Laptop / Other Hardware Issues
- Lecturenotes
- Moodle
- Network Services
- File Shares & Permissions
- Software Installation & Management (Microsoft & other specific)
- Hardware requests (e.g. PCs, printers etc.)
- Webmail issues
- Printer Consumables
- Internet & Wireless Access
- Operating System Upgrades & Updates
- Antivirus



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5. Call Priority Levels

The ICT Helpdesk will make every effort to resolve issues at the time of the call. ICT Services staff will assign priorities for all requests that were not resolved at the time of the call. The Priority Levels assigned to any call / incident should reflect the impact that the problem has on its related user.

Below, see details of the priorities with their definitions and some examples:

| Priority | Definition | Examples |
|----------|--|---|
| Critical | Widespread service is unavailable | <ul style="list-style-type: none"> • Network connectivity and servers down for entire campus • Email down on campus |
| Urgent | Business requirements cannot be met under current operation | <ul style="list-style-type: none"> • Staff member's computer is down, preventing them from urgent work • Password issue (user cannot Login to do urgent work) |
| High | Critical service impacted : Daily work impaired and user not able to function | <ul style="list-style-type: none"> • Software application(s) will not work • Problem with access to shared drives • Multiple user printer(s) down |
| Medium | Require new functionality | <ul style="list-style-type: none"> • Equipment moves or changes • New PC / printer / software application / user & email accounts to be ordered / created |
| Low | Non-critical service impacted : Daily work impaired but user is still able to function | <ul style="list-style-type: none"> • Software application not working • Problem with access to shares etc |
| Project | Project Work | <ul style="list-style-type: none"> • Any Project Work |



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6. Feedback

The ICT Services IT Helpdesk would like to receive feedback from its users on any issues so we can improve and enhance the services that are provided.

Any feedback can be sent via email to ICTHelpdesk@mic.ul.ie