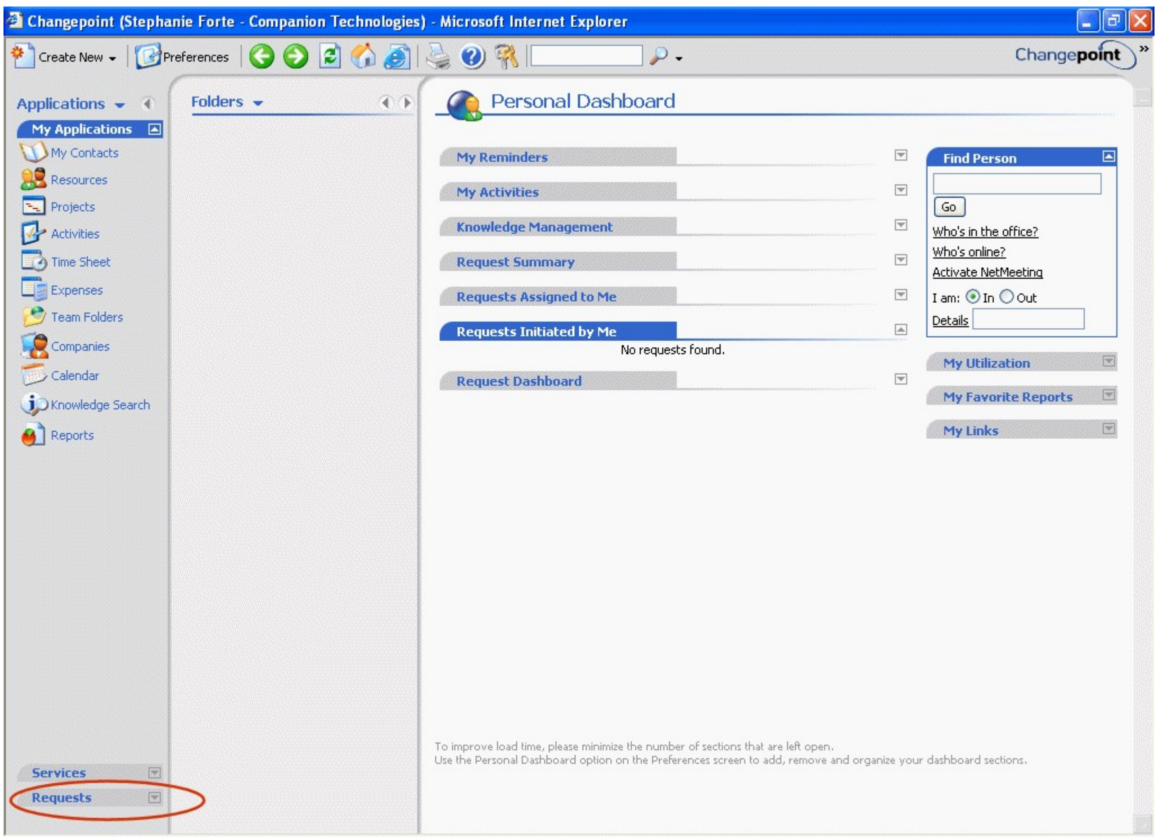
Logging Internal IT Support Calls

If you need to request technical support for computer related problems (including server and network issues) in the Columbia office, enter a service call to Internal IT Support.

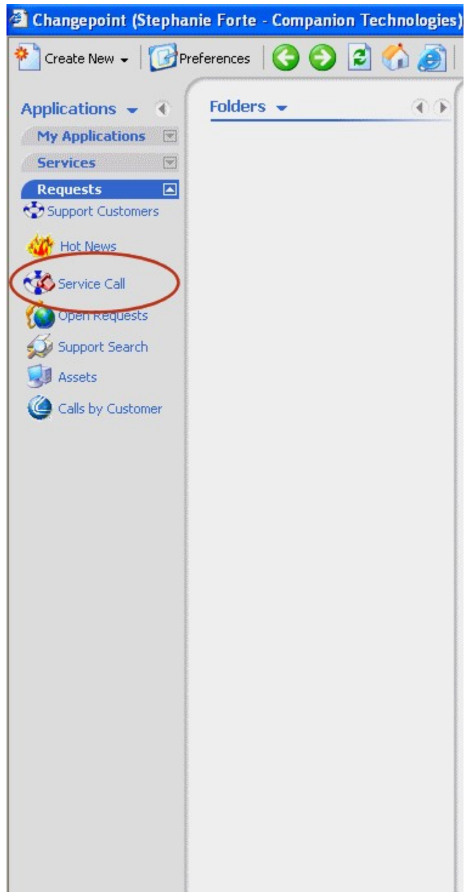
Before logging a call, be sure that you have checked for obvious causes of your problem, such as disconnected cords, your computer's power save settings, your power supply, etc.

To log an Internal IT Support Call:

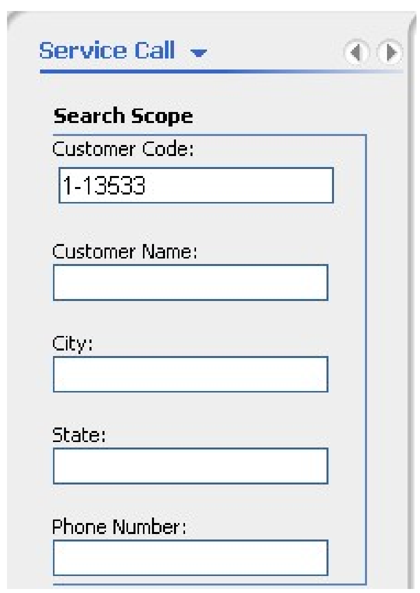
1. Log in to Changepoint with your Logon and Password.
2. Click **Requests**.



3. Click **Service Call**.

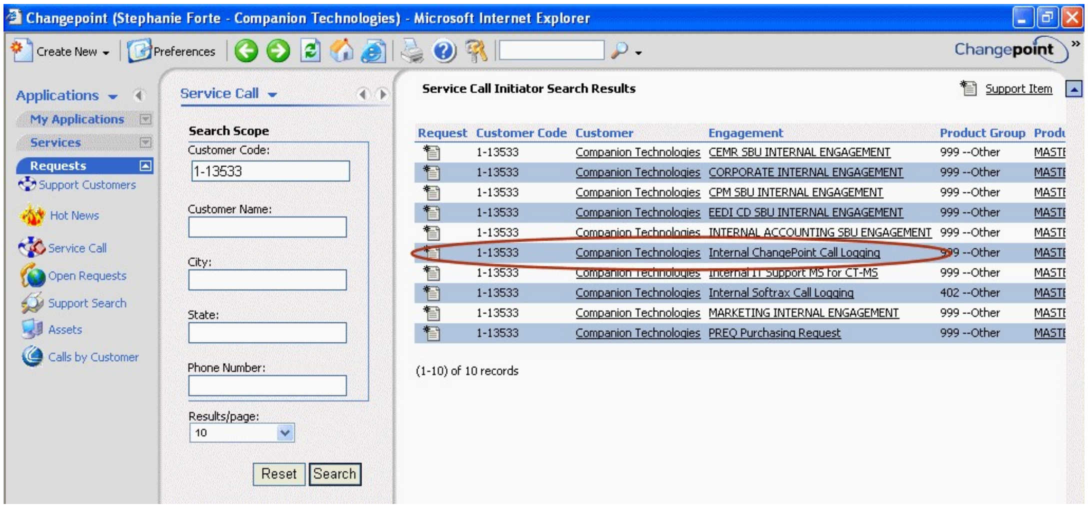


4. Do one of the following:
   - In the **Customer Code** field, enter **1-13533**.
   - In the **Customer Name** field, enter **Companion**.



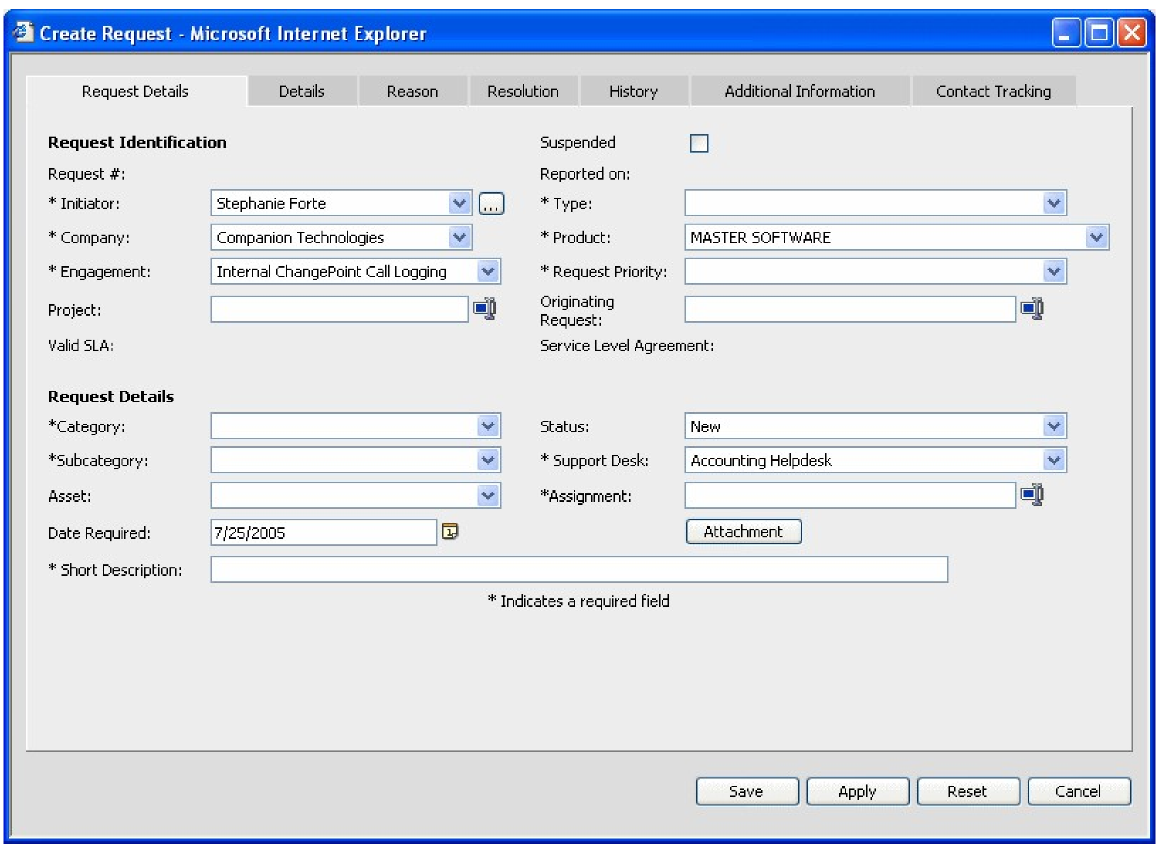
5. Click **Search**. The search results display.

6. Click the **Create Request** icon  for Internal ChangePoint Call Logging.



7. The message “Please Note: This customer has no Hardware Maintenance” displays on top of the **Create Request** window.

8. Click **OK** to access the **Create Request** window.

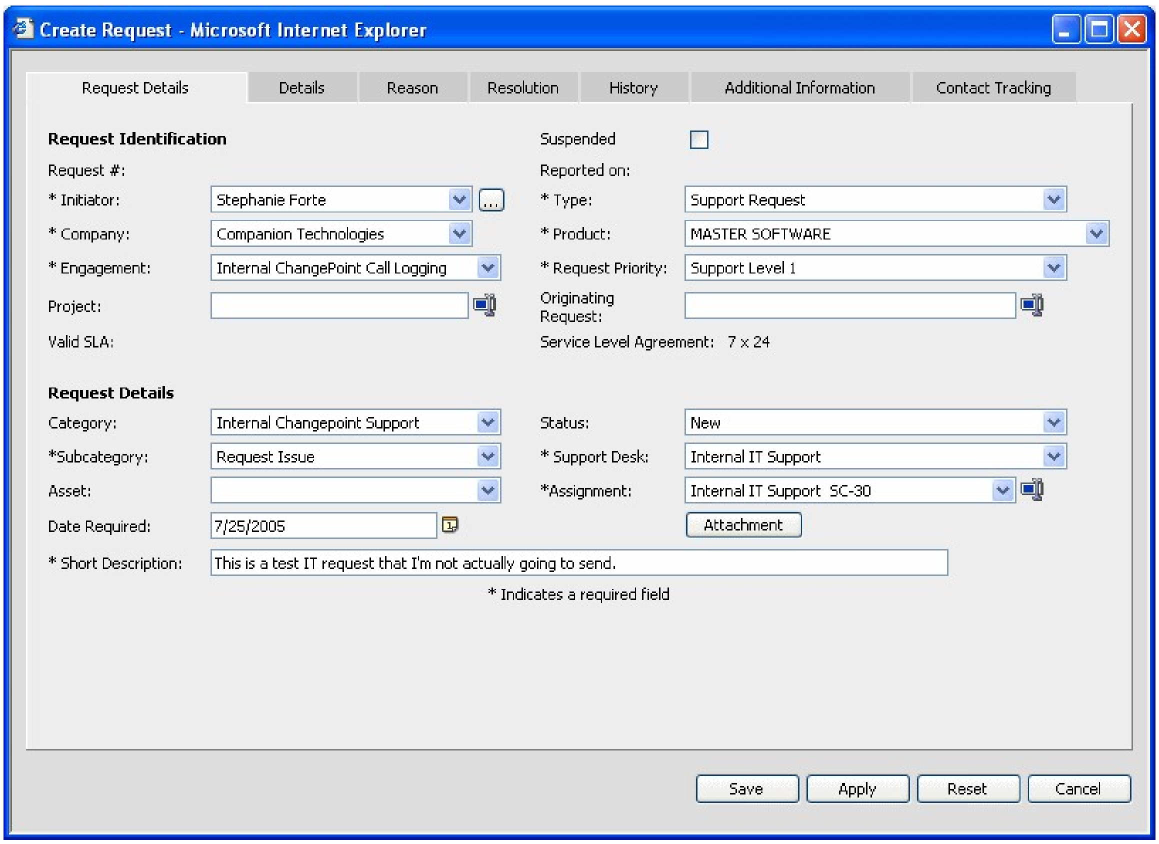


9. In the **Type** list, select **Support Request**.

10. The **Product** list is automatically populated with **Master Software**. It can remain.

11. In the **Request Priority** list, select a priority. A priority 1 is the highest and 5 is the lowest.

12. In the **Category** list, select **Internal IT Support**.
13. In the **Subcategory** list, select **Request Issue**.
14. In the **Support Desk** list, select **Internal IT Support**.
15. In the **Assignment** field, type internal and press **Enter**. This creates the **Internal Assignment** selection list.
16. In the **Assignment** field, select **Internal IT Support SC-30**.
17. In the **Short Description** field, enter a brief description of your problem.
18. **Optional:** Click the **Details** tab to enter a more detailed description of your problem.
19. Click **Save** to send your request. The image below displays the information that should be completed before you click **Save**.



20. The **Contact Tracking** window displays asking if you have contacted the customer. Click **No**.
21. A message displays asking if you want to enter time for this call. Click **Cancel**.
22. The call is automatically sent to the IT Help Desk.