

# IT Service Desk



 **THE SERVICE DESK IS HERE TO HELP YOU!**

## THE GOAL OF THE SERVICE DESK IS SIMPLE:

Provide users with a **single** point of contact to produce a more efficient and effective experience in meeting your IT needs.

## CONTACTING THE SERVICE DESK:

For all computer and telephone related issues, call the number below or submit a ticket.

### PHONE

**(904) 529-4832 or Ext. 5900832**

### ONLINE (IssueTrak)

[dl-itsservicedesk@myoneclay.net](mailto:dl-itsservicedesk@myoneclay.net)

**WE ARE HERE: 6:30 a.m. - 4:30 p.m., MONDAY - FRIDAY.**

## WHAT SHOULD YOU DO BEFORE CONTACTING THE SERVICE DESK?

When calling or sending a message to the Service Desk, providing any or all of the following information will help us resolve your issue quickly so you can get back to work:

- Your name and location, including building and room number.
- Best way and time to contact you.
- A description of the problem with as many details as possible.
- Computer Name or IP Address.
- Any error messages (send a screenshot if possible).
- What were you attempting to do at the time the problem occurred?
- The applications and versions you are working with.
- Are you aware of any changes made to your PC/laptop/device recently?

**We recognize there may be a high volume of computer/phone issues at the beginning of the year... please understand our goal is to address all of them as quickly as possible!**

