

Seeking Assistance from Engineering Technology Services



Engineering Technology Services – Service Desk Tool

You will find our Service Desk ticket system at <http://ets.osu.edu> at the “ETS Service Portal” link on the menu bar or by going directly to <http://go.osu.edu/ets>.

The screenshot shows the pre-login landing page for Engineering Technology Services. At the top, a red banner contains a welcome message: "Welcome to the ETS customer-service portal. After login, you can report a problem, request an IT service or view the current status of previously submitted records." Below this, it states: "If you would like to speak to a Service Desk Representative during business hours, you can call (614) 688-2828." The page is divided into three main sections: "Login", "Contact", and "Announcements & Alerts". The "Login" section features a "CLICK TO LOGIN" button and instructions: "Click here to login to the customer portal in order to report a problem or make a request. You must have OSU name.# credentials to login." The "Contact" section includes contact information: "Phone: (614) 688-2828", "Email: etshelp@osu.edu", "Service Desk Location: 1012 Smith Lab", and "Business Hours: M-F 7:00 A.M.-5:00 P.M.". The "Announcements & Alerts" section displays a message: "Engineering Technology Services - Smith Location", "Last Modified Monday @ 11:10 AM", "The Client Services, Enterprise and Security teams have moved into 1010 Smith Lab. Please pay us a visit, if you need computing assistance." The footer contains the logo for The Ohio State University College of Engineering and the contact number: "Engineering Technology Services: (614) 688-2828".

Figure 1-Portal Landing Page - Pre-Login

Please use the “**Click to Login**” link after which you will be prompted for your name.# credentials.

After logging in, you will see this landing page:

The screenshot shows the post-login landing page for Engineering Technology Services. At the top, a red banner contains two main action items: "Report an Incident" with a warning icon and the text "Something not working as expected? Use the 'Report an Incident' link to get assistance from us." and "Request a Service" with a document icon and the text "Need something? Use the 'Request a Service' link for new hires, guest access, software and more." Below the banner, the page is divided into two main sections: "My Open Incidents and Requests" and "Announcements & Alerts". The "My Open Incidents and Requests" section displays a message: "No records found". The "Announcements & Alerts" section displays a message: "Engineering Technology Services - Smith Location", "Last Modified Monday @ 12:10 PM", "The Client Services, Enterprise and Security teams have moved into 1010 Smith Lab. Please pay us a visit, if you need computing assistance." The footer contains the logo for The Ohio State University College of Engineering and the contact number: "Engineering Technology Services: (614) 688-2828".

Incident Submission

If something isn't working properly, click on the **"Report an Incident"** button. You will be presented with a form asking for basic information. Please keep in mind that the more information you provide in the "Description of Issue" field, the better we can assist you.

Engineering Technology Services

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Save Abandon Lookup (0) Record 1 of 1

New Incident Ticket (11450)

Impacted User

Impacted User. (If you are not the impact user please click on the icon below to select the applicable user.)

Best phone #

Role (of impacted user)

Best email

Description of Issue

Please describe the issue. *Required field.

Other Details

Please answer the following questions, as they may help us resolve your issue faster.

Environment:

Building:

Room:

Symptom:

Last Time Working:

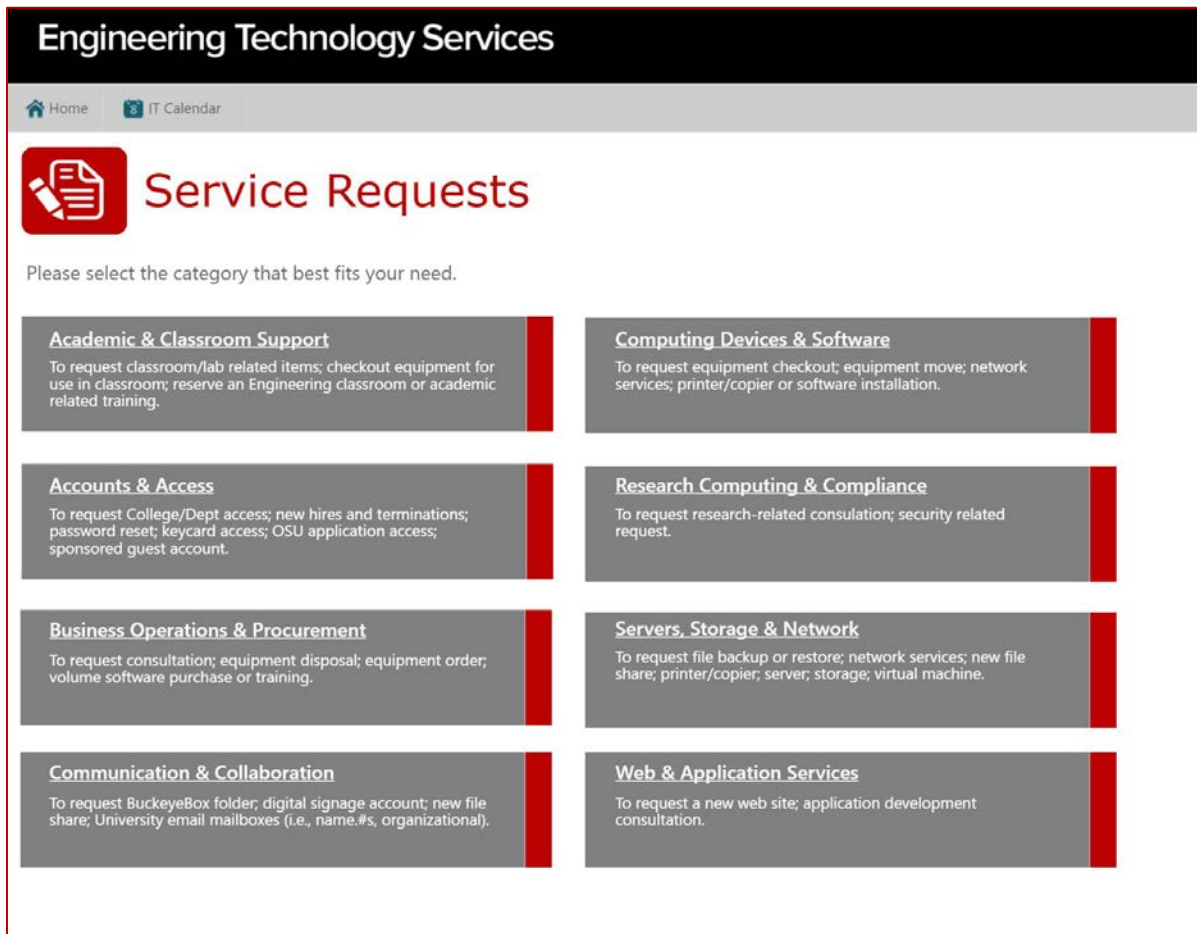
Submit

Figure 3-Incident Submission Form

After completing the fields, press the **Submit** button to send in your request. You will receive a pop-up confirmation that your request was submitted as well as an email confirmation.

Service Request Submission

The “**Request a Service**” button is used when asking for something. For example, ordering equipment, requesting a new account, access to a file folder, etc. When you first click on the “**Request a Service**” link, you are presented with the Service Request categories.



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Service Requests

Please select the category that best fits your need.

Academic & Classroom Support To request classroom/lab related items; checkout equipment for use in classroom; reserve an Engineering classroom or academic related training.	Computing Devices & Software To request equipment checkout; equipment move; network services; printer/copier or software installation.
Accounts & Access To request College/Dept access; new hires and terminations; password reset; keycard access; OSU application access; sponsored guest account.	Research Computing & Compliance To request research-related consultation; security related request.
Business Operations & Procurement To request consultation; equipment disposal; equipment order; volume software purchase or training.	Servers, Storage & Network To request file backup or restore; network services; new file share; printer/copier; server; storage; virtual machine.
Communication & Collaboration To request BuckeyeBox folder; digital signage account; new file share; University email mailboxes (i.e., name.#s, organizational).	Web & Application Services To request a new web site; application development consultation.

Figure 4-Service Request Categories

We are starting to add services under these categories, so some areas will have more items than others. However, every category contains “Other”. Complete whatever fields you are presented with depending on your selection and press **Submit** to complete your request. As with Incident submission, you will receive a pop-up and email confirmation that your request was submitted.

Viewing Your Open Tickets

Your open tickets will always be displayed on the logged-in portal page in the “**My Open Incidents and Requests**” window (refer to Figure 2). You can review all associated comments and updates to a ticket by double-clicking it.

Notifications

If we need more information from you, you might receive an email notification from us. Simply replying to this notification will document your response in the ticket system and alert the assigned technician that you did respond, but please do not alter the subject line or body of the initial communication.

From: Engineering ETS Service Desk
Sent: Wednesday, June 22, 2016 3:39 PM
To: Cimorell, Tammy <cimorell.1@osu.edu>
Subject: Help Desk Communication Regarding Record # 11996

Engineering Technology Services Communication

Tammy,

I need some more information from regarding your problem. Can you please tell me if you have rebooted your machine?

Thanks,

Eric

Details of your ticket are as follows:

⊕	Record #: 11996
	Description: Cannot print from my desktop computer. No error messages are received, but the job never prints. □

Please feel free to respond to this email or contact the service desk via phone at 8-2828 or web portal at <https://ets.osu.edu>.

{CMI: MCID012210}

Figure 5-Sample Email Notification

Email – In an Emergency

If you are in a situation where accessing a web browser is inconvenient, you can send an email message to etshelp@osu.edu explaining your issue, which will automatically open a ticket in our system for you. We ask that you only use email in an emergency and prefer that you use the portal when possible.

Phone or Walk-In

We can be reached via phone at 8-2828 or at 1012 Smith Lab Monday-Friday from 7:00 A.M.-5:00 P.M. Our student assistants will be able to take your information and enter a ticket for you when you call this number. An IT technician will get back to you shortly regarding your issue or request.