Information Systems Department

Computer Repair/Maintenance Request Procedures

Introduction:

This document was designed by Columbia College IS Department to provide procedures for requesting help on computer related problems that may occur while at the college.

To ensure a prompt response and efficient problem handling from the IS department, employees are required to submit all computer related problems preferably using the "Task Request" function. This will allow the user who is submitting the problem and the IS department support staff who will be responding to the problem, to update and track the status of the problem call. **Please respond to the items below, as best you can.**

Computer Repair/Maintenance Request Procedure While at the College Site:

1. Start up Outlook
2. Click on "File" and move your mouse over the "New" menu item.
3. You should now see a menu item under "New" called "Task Request". If you don't see it, click on the double arrow at the bottom of the Dropdown menu and the rest of the menu items will be displayed.
4. Click on the "Task Request" menu item.
5. This will bring up a "Task Request Form".
6. In the "To" field enter "techsupport@columbia.ab.ca" as the recipient.
7. Include a brief description in the Subject Line.
8. In the message area, enter as much detail of the problem as you can.
9. Enter your desired priority.
10. Click send.

When the IS Department support staff "Accepts" the "Task Request", a reply is automatically sent back to the originator and the task in the originators Task List will be updated automatically. The originator can then track the on-going status of the problem request that they had generated.

Important Note: If there is no available computer to generate a task request please email technical support at <ins>techsupport@columbia.ab.ca</ins> or call the support desk at Ext 319 from within the college or 403-235-9319 from outside the college.