

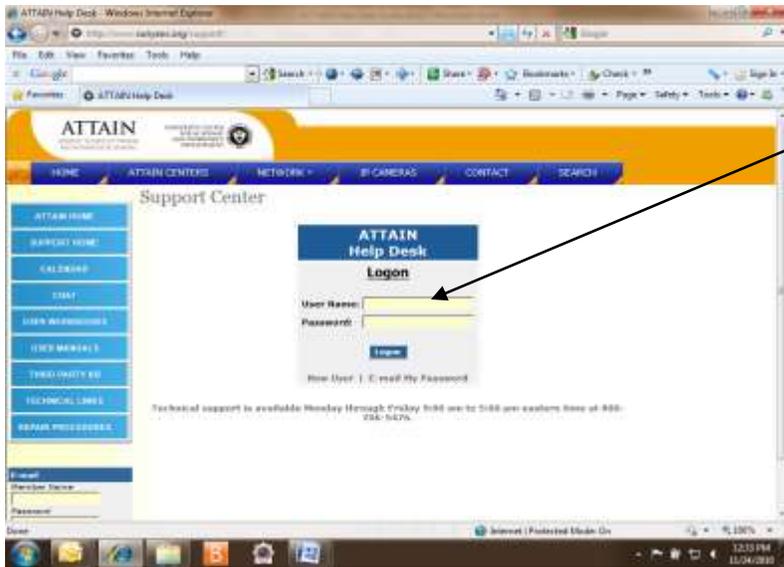
ATTAIN

ISI Help Desk Guide

The screenshot shows a Windows Internet Explorer browser window displaying the ATTAIN Help Desk website. The browser's address bar shows the URL <http://www.sunyoc.org/support/>. The website header features the ATTAIN logo and the text "UNIVERSITY CENTER FOR RESEARCH AND WORKFORCE DEVELOPMENT". A navigation menu includes links for HOME, ATTAIN CENTERS, NETWORK, IP CAMERAS, CONTACT, and SEARCH. The main content area is titled "Support Center" and contains a "Logon" form with fields for "User Name:" and "Password:", a "Logon" button, and links for "New User" and "E-mail My Password". A sidebar on the left lists various resources: ATTAIN HOME, SUPPORT HOME, CALENDAR, CHAT, USER WORKBOOKS, USER MANUALS, THIRD PARTY KB, TECHNICAL LINKS, and REPAIR PROCEDURES. Below the sidebar is an "E-mail" section with fields for "Member Name" and "Password". A notice states: "Technical support is available Monday through Friday 9:00 am to 5:00 pm eastern time at 800-706-5476." The browser's status bar at the bottom shows "Internet | Protected Mode: On" and the system tray displays the time as 12:33 PM on 11/24/2010.

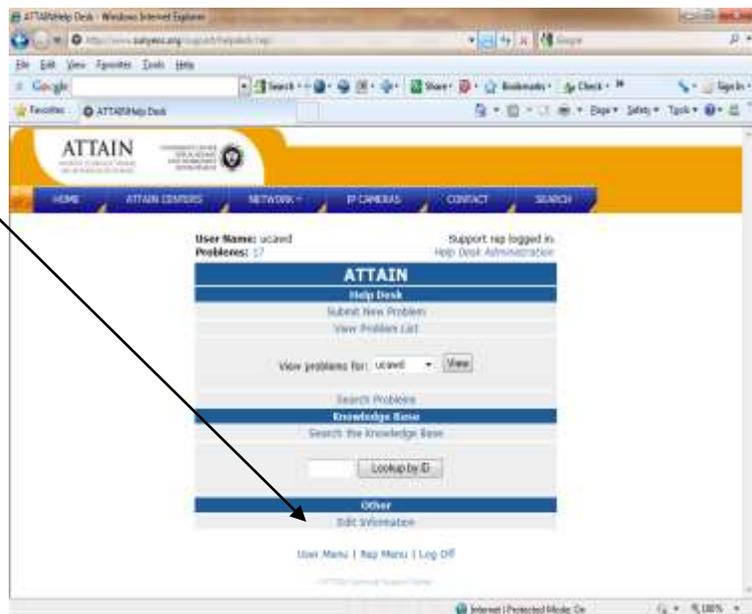
ISI has created an on-line help desk for the ATTAIN project. In order to help us respond to you as quickly as possible and keep a record of problems and solutions, we are requesting that each site submit technical and product support questions/requests through the ATTAIN Help Desk.

To access the ATTAIN Help Desk, go to: <http://www.sunyeoc.org/support> .

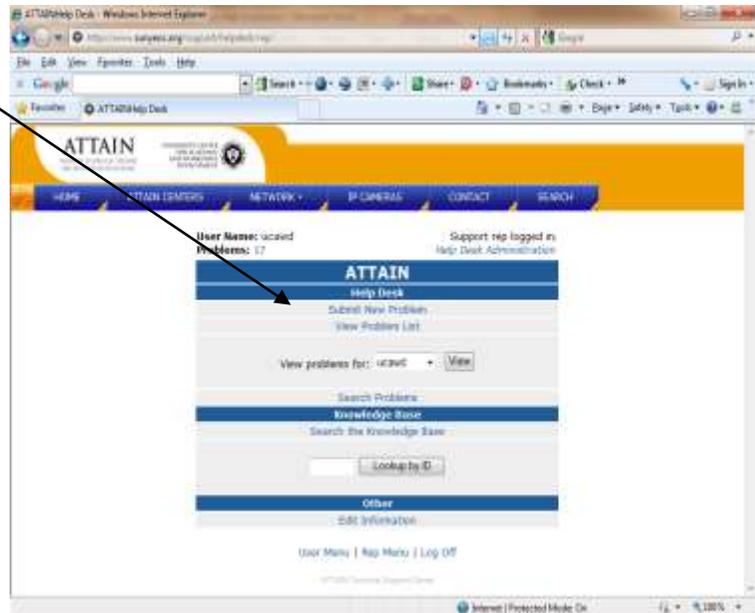


You will be asked for the following:
Your User Name:
Your Password:

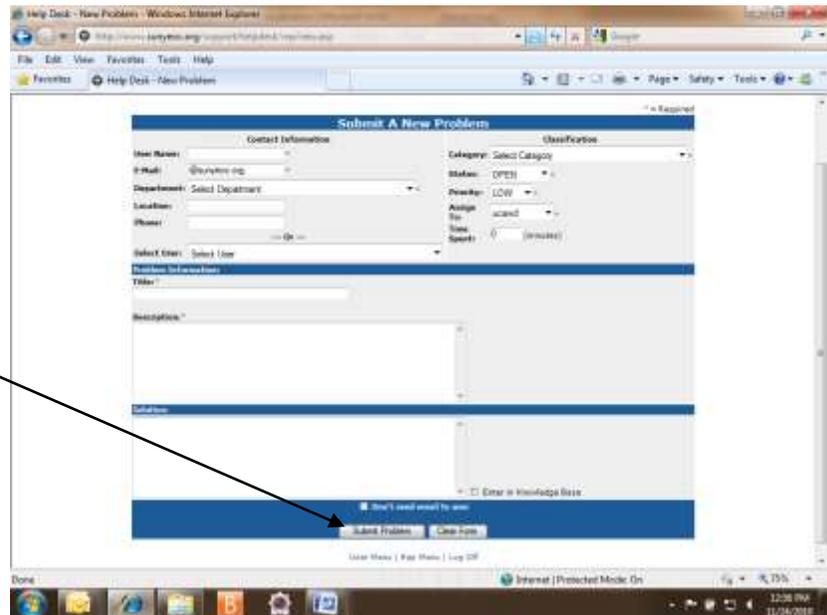
Once logged in, you can go to "Edit Information" to change your password and/or update your e-mail address or phone number as needed.



To report a technical issue, click on “Submit New Problem”.



On this screen, fill in all required fields; include as much detail as possible in the description section and click “Submit Problem”.



If you would like to attach a screen shot of the error or another file, please make sure you attach the file **BEFORE** filling out the form.

** Please attach file prior to filling out form.

Once you have submitted the problem, an e-mail will automatically be sent to all members of the ISI support team member. An ISI team member will pull up the request, assign it to themselves or assign it to the appropriate team member. In addition, the user (the individual that submitted the support request) will receive an e-mail with a notification that the ticket (support request) has been assigned to a specific ISI team member.

You will also be able to track all problems reported and check on the status.

“View Problem List” tracks the problems you have already reported and indicates whether or not they have been resolved.

Important Note to Remember:

ISI will make every attempt to respond to support requests within 48 hours and update the progress as activity takes place. If you have an urgent request and need immediate assistance, please call ISI between 9 a.m. and 5 p.m. at (800) 706-5476. However, after doing so, be sure to document the problem on the ATTAIN Help Desk. This will ensure a record of the problem or request, as well as a solution.