

Weekly Update

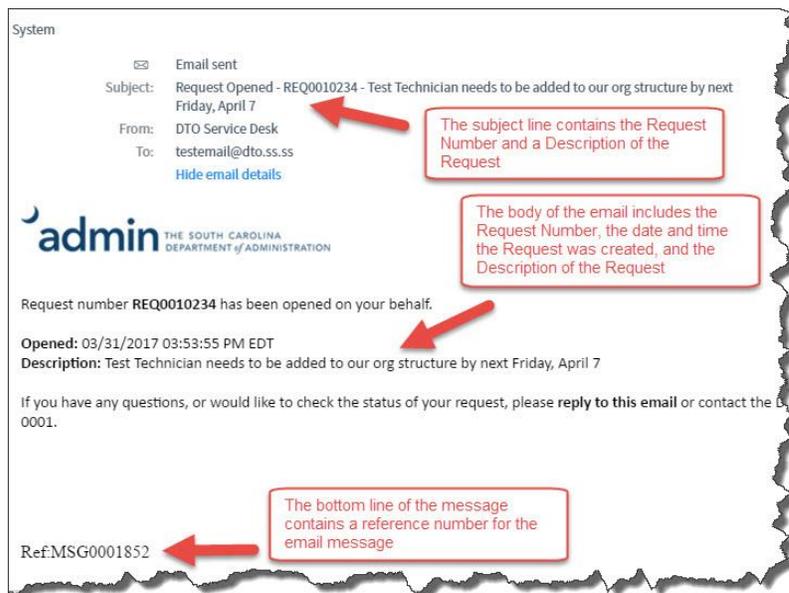
Week of April 3, 2017

Subject: New SCEIS Help Desk Tool Beginning April 4
Audience: All SCEIS Users

Managers: Please share this message with all SCEIS users in your department or work with the appropriate office in your agency to ensure that it is distributed to all employees who use SCEIS.

On Tuesday, April 4, the SCEIS Team will begin using a new Help Desk system to enter and process ticket information from users. Below is a list of items to note regarding this transition that the SCEIS Team will experience.

- Users will continue to submit requests for help through the existing email address, online form, and phone number.
- SCEIS Help Desk will verify the user email address and phone number the first time each user contacts us.
- Automated email messages that users receive from the Help Desk may be slightly different than what they have received prior to April 4.
- Users will receive automated emails when a ticket is created (see image)
- Users will also receive automated emails, when a SCEIS Team member enters a note in to the ticket, and when the ticket is resolved. **These emails will include a Task Number (e.g., SCTASK0010234). SCEIS staff may ask for this reference number when working with users.**



The SCEIS Team appreciates your patience during our initial use of the new tool. If you have questions about this information, please contact the SCEIS Service Desk at (803) 896-0001 (select option 1 for SCEIS help) or use the email form available at the following link: <http://www.sceis.sc.gov/requests/>