



Change Management Tools

Help Desk Fact Sheet

June 14, 2004

Name: UF Help Desk

Go-Live: A three-tiered, single-point-of-contact help desk was launched on January 19, 2004.

Purpose: The UF Computing Help Desk is the provider of first-level support for all myUFL systems (myUFL portal, Enterprise Reporting, PeopleSoft) and legacy UF business applications that are accessed via myUFL. UF Bridges help desk is the second-tier for handling more advanced questions and navigation and building a knowledge base. Third-tier support includes subject-matter or technical experts.

New ways of doing work:

- Users will be strongly encouraged to contact the Help Desk rather than individual project team members or central office staff.
- Role-based access via the portal allows for a more consistent approach to application access and an individual's job duties.
- A single location to get first-level assistance with administrative applications as well as an expert referral service for more complicated problems. Currently, staff must identify and locate the individual authors of each application for which they need support.

Some examples of current functions and systems that may be impacted:

- UF Computing Help Desk is forging stronger ties with satellite help staff (including UF Bridges) across campus to coordinate central support for UF business applications and other computing support issues related to using modules accessed from the portal. This will result in faster, more streamlined help for those using applications from the portal.
- Help Desk will increase hours and hire more staff, including supervisors and technicians.

Unique issues and challenges:

- Faculty and staff will need to learn to frequently clear their cache and cookies. Many users who experience problems logging onto the portal and using the

- systems within the portal may simply need to clear their cache. This will be the first step you need to take every time you have a problem, before calling the Help Desk. On the Bridges Web site (Get Trained/The Basics) is a useful handout with instructions on how to [clear your cache](#).
- Users should avail themselves of the following materials located on the Bridges Web site prior to contacting the Help Desk:
 - a. Bridges Advisories
 - b. Bridges Training Materials (including handouts and instruction guides)
 - c. Frequently Asked Questions (FAQs)
 - d. Change Management Tools for Departments

 - To receive the most efficient assistance, a user who contacts the UF Computing Help Desk should be ready with the following:
 - e. UFID
 - f. GatorLink username
 - g. Bridges application you need help with
 - h. Be signed on to your computer and to the application in which you need assistance
 - i. Have complete navigation and error messages available to give to the consultant
 - j. Be sure to get the Help Desk ticket number (record issue number) for your help session so that you can provide that if you need additional help at a later time

The Help Desk is available at 392-HELP or helpdesk@ufl.edu.

Phone support is offered Monday through Thursday, 7 a.m. to 10 p.m.; Friday, 7 a.m. to 6 p.m.; and Sunday, 6 p.m. to 10 p.m.

You also may stop by the Bridges Training and Learning Center located at the Hub.