

Employee Intranet HelpDesk

USER GUIDE

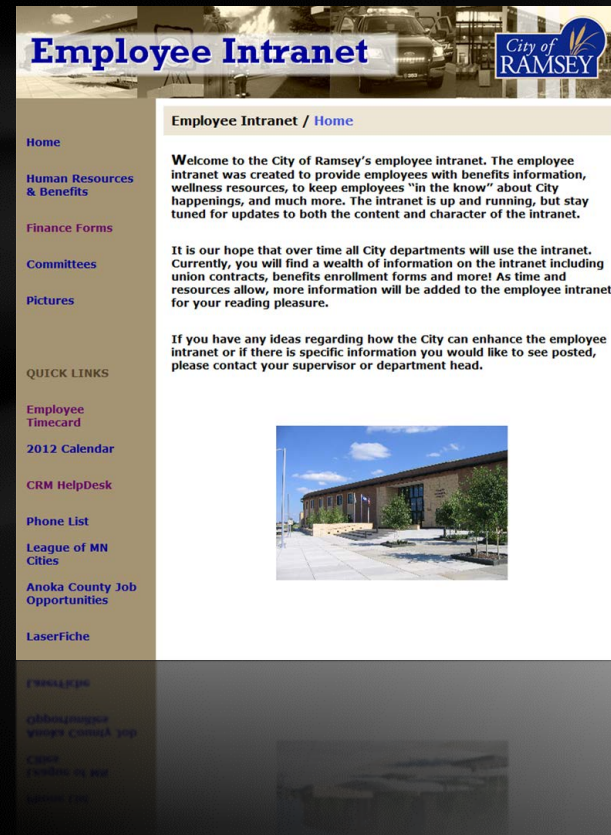
Purpose of this Communication

Provide direction on how to use the City's internal CRM product called: "**Employee Intranet HelpDesk**"

Reminder: the purpose of the "Employee Intranet HelpDesk" is to provide an avenue for Staff to submit IT and Building Maintenance service requests.

Step 1: Access Employee Intranet

To access the "Employee Intranet HelpDesk" go to the City's Employee Intranet Site--



Step 2: Access CRM HelpDesk

Click on "CRM HelpDesk"-

Employee Intranet

City of RAMSEY

Employee Intranet / Home

Welcome to the City of Ramsey's employee intranet. The employee intranet was created to provide employees with benefits information, wellness resources, to keep employees "in the know" about City happenings, and much more. The intranet is up and running, but stay tuned for updates to both the content and character of the intranet.

It is our hope that over time all City departments will use the intranet. Currently, you will find a wealth of information on the intranet including union contracts, benefits enrollment forms and more! As time and resources allow, more information will be added to the employee intranet for your reading pleasure.

If you have any ideas regarding how the City can enhance the employee intranet or if there is specific information you would like to see posted, please contact your supervisor or department head.

Home

Human Resources & Benefits

Finance Forms

Committees

Pictures

QUICK LINKS

Employee Timecard

2012 Calendar

CRM HelpDesk



City of RAMSEY

Employee Intranet Helpdesk

Make a Request
Need to make a service request, report a problem, or register a complaint?

Ask a Question
Looking for some information? Ask a question and we'll get back to you.

Tracking Requests & Questions
Check the status of your submitted request and questions.

FAQs, Answers & Information
Browse frequently asked questions or search for a specific answer.

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Employee Intranet HelpDesk

Before we move forward, please orientate yourself to the four major components of the Employee Intranet HelpDesk--

1

2

3

4

City of RAMSEY

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EXAMPLES NEXT PAGE

Employee Intranet HelpDesk

Below are examples of how the four major components of the Employee Intranet HelpDesk are used--

"I want to make a request to have the printer in my department worked on—it's jammed!"

-or-

"I want to make a request to have ice removed in the parking ramp—it's really slippery out there!"

"I want to see what the status is of a request I made yesterday—I'm wondering if and how it was addressed"

"I need some information—does the Itasca room have a computer that I can use for a presentation tomorrow; or do I need to bring my own?"

"I have a really common question—what is the City's I:Drive used for?"

Answers to common question like this are provided in this component.

City of RAMSEY
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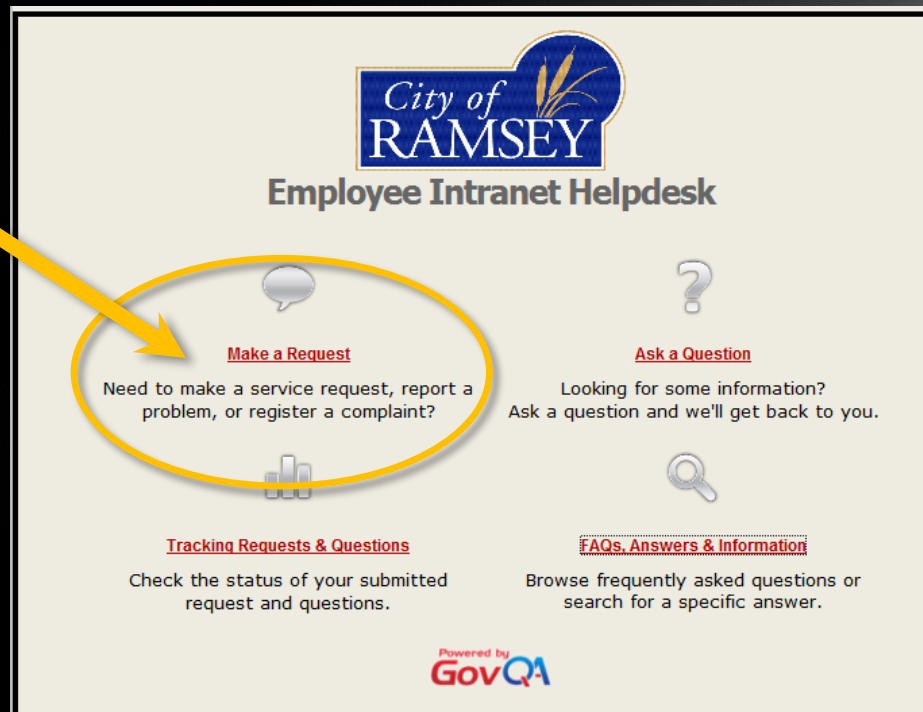
request and questions
Check the status of your submitted

search for a specific answer
Browse frequently asked questions or

GETTING COMFORTABLE WITH USING THIS SYSTEM

Like any software product, until you use it—you may not be comfortable. The most commonly used component of this system is “Make a Request.”

If you would like practice, please create a TEST request (“Make a Request”)



City of RAMSEY
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NEED IMMEDIATE OR URGENT SUPPORT FROM IT OR BUILDING MAINTENANCE?

You can indicate the urgency level of each request you make with this system.

Therefore, if you need help ASAP, you can place a “high” urgency level on a particular request. IT and Building Maintenance Staff check this system frequently.

If you need immediate assistance from either department you may contact them directly; however, please still create your service request in the HelpDesk system.

LOG-IN INFORMATION

The first time you use this system you will be asked to create a “log-in” name and password. It is advised you use the same log-in name and password used for your workstation (please use your work email address).

DOES THIS SYSTEM WORK WITH MY EMAIL?

After you create a request within the Employee Intranet HelpDesk, status updates will be sent directly to your email address.

If you would like to proactively check the status of your request, you can log into the Employee Intranet HelpDesk.