



# L.E.T.S TALK!

## HELPFUL TIPS AND TECHNIQUES

August 2007



This newsletter aims to help you find better and more effective ways of using technology.

This issue's topic: **Tips to enhance the LETS Help Desk.**

LETS Help Desk receives over 5000 calls per year and we try to answer each one promptly. However, we feel that we could give everyone better service at the Help Desk if these suggestions were adopted by everyone.

### Prevent Busy Signals and Unanswered Calls

We are currently investigating options for the phone system that would help us reduce busy signals and unanswered calls. However, in the meantime please keep the following in mind:

Sometimes when the Help Desk line is busy or goes unanswered it's because we're in the process of checking the Help Desk voicemail. If you do reach voicemail **the best way to have your issue dealt with as soon as possible is to leave a voice message.** Sometimes people don't leave messages and just keep calling until they reach a live person. This may result in your issue being handled later, rather than sooner. For example if you were to leave a message at a Tec-Net staff members phone and he or she was either ill or away for the day.

Similarly, we sometimes answer the Help Desk phone line using our own phone using the call pickup feature. If you call the Help Desk after we do this, you won't receive a busy signal; the phone will ring until it goes to voicemail. Again, **please simply leave a message.**

Please don't call another Tec-Net staff member if you reach the Helpdesk voicemail. If you're having an emergency\*, such as an equipment failure during a seminar, take the following steps:

1. Call the Helpdesk
2. If you reach voicemail, **leave a message** (we can't stress this enough)
3. Call other Tec-Net staff

**Please do not call the helpdesk if you want to speak to someone in LETS specifically.** This causes busy signals and unanswered calls, and ties up our resources. Similarly, **please do not call the helpdesk if you are looking for someone's phone number.** Instead use [www.umanitoba.ca/people](http://www.umanitoba.ca/people), dial "0" for the switchboard, or use your phonebook. A list of our current phone numbers can be found at the end of this document.

If you have already left a voice message for someone in LETS and have not received a response, **please do not call the Helpdesk to ask why the person hasn't responded.** If you have concerns about receiving a call back, please contact the person's supervisor.

If your issue is limited to your computer, the first thing we will ask you to do is reboot it. A significant fraction of the time this will resolve the problem. **If your computer isn't behaving as it should, please reboot before you call** (click start, click shutdown, select restart, click OK).

## Sometimes We Need Your Help to Solve the Problem

If you need your issue dealt with immediately, **please be prepared to help us help you by performing some diagnostic steps over the phone.**

**If you are having a problem and are receiving an error message, please write it down or take a screen shot** (by using “Print Screen” on the keyboard then pasting it into an email). We will need the exact wording of the error in order to effectively search our knowledge bases.

## Work-flow (not Workflows)

**All work requests must go through the Help Desk**, even if you know it will be, for example, assigned to Randy or Marcel. However, please don't call the Helpdesk and say that you want to leave a message for Randy, because we will transfer you to his voicemail. This could result in your issue being handled later as Randy may be out on his other calls. Instead, please simply report the problem to the Helpdesk. Also, please call the helpdesk instead of emailing if it is an urgent matter. Voice mails are checked frequently by staff members.

We might like computers, but we don't have computer-like memory. With this in mind, **please report your technical issues to the Helpdesk, not to Tec-Net staff who are visiting your location.** We need to keep track of service requests and it is important that all of them are placed through the Helpdesk phone line.

## Contacts

**HELP DESK**      474-7061      [helpdesk@cc.umanitoba.ca](mailto:helpdesk@cc.umanitoba.ca)

### DLPD

Carell Jackimiek      474-6997  
Ginette Croteau      474-8236  
Jared Whiklo      474-6523  
Joe Westra      474-6517  
Jonathon Roby      474-7053  
Mullai Manickavalli      474-6232

### BISON

Pat Nicholls      474-6618  
Ginette Croteau      474-8236  
Susanna La Rue      474-9908  
Val Pawlicki      474-6617

### TEC-NET

Richard Jones      474-7909  
Ginette Croteau      474-8236  
Matt Boyd      474-8604  
Paul Peters      474-7934  
Navneet Sharma      474-6886  
Michael Ellis      474-6996  
Laksh Khatter      474-7878  
Randy Arrowsmith      474-6331  
Marcel Courchaine      474-7315

\* Very rarely a component of computer equipment may fail in a manner that causes smoke, sparks, or even fire. If this should occur, unplug the equipment from the electrical outlet if it is safe to do so. Call the Helpdesk only if this resolves the situation. If sparks or fire continues, do not use water to attempt to extinguish any fire involving electronic equipment. Remove yourself to a safe distance and call the University's emergency line at 555. Only call the Help Desk once the situation has been resolved.



*Questions, comments and suggestions can be addressed to Laksh Khatter at  
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