

Support Calls to the Miami County Help Desk

The Miami County IT Department requires a work order to be entered for all support calls. We highly recommend that each user enters their own ticket in the system, as this allows the IT Staff greater insight on potential issues and could offer individualized training/documentation if frequent issues occur.

How to Enter a Support Ticket:

Support tickets can be entered in three different ways.

- Send an email to HelpDesk@MiamiCountyOhio.gov.
 - Please provide as much detail in the email about the problem as possible. Everything entered, including documents, will be added to the ticket.
 - Each email sent to this address will result in a new ticket created, unless replying to a previous email received from the ticketing system.
- Log into the Support page at <https://HelpDesk.MiamiCountyOhio.gov/helpdesk>.
 - The username/password is the same as your Miami County network / email username and password.
 - Please provide as much detail in the ticket as possible.
 - You can see your previous tickets or update current tickets on this page.
- Phone call to the Help Desk at ext. 5440 (or 937-440-5440 from an external number).
 - One of our staff will assist in entering the ticket and will prioritize it based on the other active issues at the time of call. Please note that your ticket may not be worked on immediately.

After-Hours Issues:

After-hours support is available for 24x7x365 agencies between 5PM and 7AM *or* for all agencies during critically down issues. Please call ext. 5440 (or 937-440-5440) and follow the prompts to reach our on-call staff member. If the staff member does not answer, please leave a message, they will return your call ASAP.

Examples of Critical Down Issues?	Examples of What <i>Doesn't</i> Classify as Critical Down for non 24x7x365 agencies?
Server down / not accessible *	Interior door not secured
Potential virus/malware activated on computer	Door access badge not working properly
Entire department/floor/building has lost network access	Individual computer issues
Public Doors are open / unlocked **	Issues that have been ongoing for days/weeks/months

* Server maintenance schedules are every Sundays 7 PM – 11 PM and may be off-lines during these times.

** Some public doors may be left open for after-hours meetings.

Please do NOT

- **Email IT Staff directly for *new* tickets.**
 - Follow the steps above to enter a *new* ticket.
 - Requests done in this fashion **will** delay your request.
- **Call direct phone lines of IT Staff members for new issues.**
 - While we know that some staff members are better suited for handling certain requests, all calls for support should go through the Help Desk at ext. 5440. This ensures your call is handled appropriately, as some staff may be out of the office when you call or to allow us to cross-train other staff.
 - Requests done in this fashion **will** delay your request.
- **Call IT Staff Members cell phones.**
 - If there are issues during business hours, you must call 5440, if there are issues after-hours, please call the after-hours support line.
 - Calls to personal cell phones will not be answered or responded to.
- **Reply to "Closed" email notifications unless the issue is unresolved.**
 - Replying to closed email notifications will re-open the ticket. Use this option only if the issue is unresolved.