

TO: All Employees

FROM: Clinton Stapleton, Ph.D., Director of Instructional Technology

SUBJECT: Network Filter and Helpdesk Policy

DATE: November 26, 2012

In order to provide technical support services to assist employees in accomplishing the Department's mission and goals, the following policy will be implemented department-wide, effective immediately.

All employees must:

- Use the eHelpdesk portal to request all technical support services (PC, mail, phone, software, hardware, cabling, video conferencing, smart board, internet etc).
 - Go online to the eHelpdesk portal at <http://www.vide.vi/pages/portals-151>
 - Enter VIDE issued employee ETAN account ID and password to access the portal
 - Provide details to complete trouble ticket request for technical support services.
 - Vague or poor descriptions slows troubleshooting and resolution. Be as detailed as possible when describing the problem. (include room #, error message, symptoms, etc).
 - Attachments may be added to the ticket. It is recommended that a screen shot of the problem be attached.
 - Requests to create an account for a new employee must include the attached signed signature page of the internet use policy for accounts to be created.
 - It is strongly recommend that each employee create their own tickets. This will allow independent ticket tracking and access to a customer satisfaction survey once the problem has been resolved and the ticket closed.
- Ensure that their computer is on the domain and that they are using their VIDE password and account as required to gain full rights to access resources and services via the filter
- Use their Department E-TAN e-mail account, for requests to unblock a site to be honored.
- Use Microsoft Internet Explorer as the standard browser. Other browsers are not supported.
- Log into the filter to access the Internet. For security reasons, access will be terminated after 4 hours. This means that employees may need to logon two times a day for an 8 hour day.

Contact the Territory Office of Instructional Technology or Helpdesk at 340-774-0100 or 340-778-1600 for assistance. Cooperation and compliance will help improve access to network services.