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End User Guide to IT Support Intranet Article

In this guide, you will learn the various ways to fully utilize IT support on your own. Credit Suisse provides many tools and resources without having to talk to End User Support Services technicians.

Try to use the search engine here

For most commonly reported issues, there is a self-service article that will provide you with instructions on how to resolve your issue with screenshots included. A lot of times, users will contact EUSS specifically asking for ‘How to...’ instructions; these instructions are available to everyone. Imagine the time you will save by clicking the ‘IT Help’ icon on your taskbar and typing your query into the search bar, instead of the chat window.

Sometimes, the quickest way to fix an issue is to try to find a solution and apply it yourself. You might ask: ‘Why should I do anything –EUSS is there to do it for me’. Yes, they are, but then again, their resources are limited. As much as they’d like to help all of you, there is a lot more of you, than there are EUSS technicians. So do yourself a favor, and try to resolve the problem yourself before contacting IT Support staff.

I need to open a ticket

In the past, it was possible to open a ticket to EUSS – the so called self-service/offline ticket. The possibility is still there – you can open the ticket, but EUSS will not process the ticket. *As of the 24th of June 2018, EUSS does not process self-logged incidents.*

What does that mean for you as an End User? Any incident opened by you after that day and sent directly to EUSS queue will be cancelled. All reports should be routed via Amelia, or the Voice Channel. The same goes for tickets that were sent by mistake to other teams and then sent to EUSS. If you’d like to open an incident, please reach out to Amelia – she will either resolve your issue, (create and resolve a ticket) or route your query to a Live Chat Technician and they will work on either resolving the issue at hand, or escalating it to the appropriate team. You can still create tickets to other support groups and send them directly to their queues. In most cases, to get the issue at hand resolved, you will have to get in touch with either Amelia, (Chat Technician) or EUSS Hot Line (Voice Technician).

Check your Support Tier

Depending on your Support Tier, you will be entitled to different Support Channels. When it comes to pick up times, they are different for every Support Tier. The same goes for wait times for hardware fixes. Click [here](#) and look into the right upper corner of the page. What Support Tier are you?

- Bronze (no worries- around 80% of you are) – Chat is your main channel of reporting and getting support regarding IT related issues
- Silver – Chat is your main support channel, but if you’re unable to login to your computer, you can also contact the Hot Line (Voice Channel)
- Gold/Platinum – You can use both Chat and Hot Line to report any IT related queries
- **[More details regarding Support Tiers](#)**

Prepare reference numbers/names you may need to provide to Amelia/Online technician

- Your PID/ loginID (the one you use for your computer) – in most cases, an Agent will see right away to whom they’re talking, but no system works perfectly, so mistakes do happen. Prepare your PID just in case. (Especially if you’re calling from an unregistered phone number or your colleagues phone)
- Machine name, printer name, and monitor number – hardware device number – if you’re facing issues with a hardware device, make a note of the number. Agents will need it to do a thorough check and escalate the issue at hand to an On-Site Team if necessary.

- If you'd like to track an already existing ticket, or a MyAccess request, please have the tracking number ready – of course, they can find it for you, but it's rather time consuming. You will have to wait longer if you don't have the number ready, and so will other people in the queue.
- If you need a password reset, prepare your Login ID/User name to that application – The technician needs it, and they have to know which account the password has to be reset. Also, EUSS Agents do not have permission/access to the almost 7, 000 applications available in Credit Suisse. Sometimes they will have to escalate your ticket to application support. It will be resolved quicker if your login details are provided inside.
- Desk location/number – if you require on-site assistance, the Technician needs to know where to go to help you. They need the exact location so they can come quickly.

Talking to Amelia

Please keep in mind that Amelia is not a human being, she is artificial intelligence. As much as we teach her, and program her brain, there will always be a way of stating simple issues that she may not understand.

- Use short, simple sentences/phrases
- Don't be ambiguous/ or provide too little information (e.g. I have problem with a computer)
- State your intent clearly without unnecessary information – do not write long paragraphs because Amelia will prompt you for additional details if needed
- Give Amelia a chance to resolve your problem. Don't ask her to connect you to Live Chat Agents right away. There are several problems she can help you with almost instantly:
 - CS Mobile set up – need an access key and/or OTP (enrollment code)? Or, maybe an unlock key? Ask Amelia!
 - Unable to login – in most cases, a simple restart will do the trick. Amelia can restart your machine for you!
 - Need an NTPA password reset? Let Amelia help you!
 - Chasing a MyAccess request? Or maybe an INC/REQ ticket? Amelia can help with this as well.
 - She can help you find 'How to...' instructions – they will display on the right side of your conversation window.
 - Outlook related inquiries? Let Amelia help you with those as well.
 - Amelia can also help with browser related issues – just give her a chance to assist you.

Talking to Online Technician - list of information they may need to resolve your problem

- Exact description of the problem – 'I have a problem with Internet Explorer' gives the technician almost no insight to what's going on. Elaborate please!
- Does it work on/with other... - is it working on other machines (if you have any), have you tried logging in from other desks (smart working areas), does it work with another headset/mouse/keyboard/printer/cable. It helps the Technician to get to the root cause of the problem quicker.
- Is there anyone else facing similar issues? – Again, it helps asses the root cause. Maybe it's not your computer? Maybe it's a server is down?
- Name/ID of person who has the drive/printer mapped – Someone who has access to that application – so called Similar User / Clone ID – Technician can compare access/settings and make sure all of yours are in place/correct.
- Any changes in your profile/on your machine recently? – The department moves, PID conversions, machine changes, major updates, new software/hardware installed?
- Have you tried to resolve the problem in any way? – Restart? Reinstall? Unplug/plug back in; they need to know. They won't judge you. If they're going to resolve your issue, they need to have all of the details of what happened to your machine/account/etc.

So, in short, this is a guide to fully encapsulate how Credit Suisse has many tools and resources that you can easily access and utilize if you need help with IT related issues without speaking to a technician.