

# Help Desk Quick Reference Guide

The Help Desk at PrimeLab utilizes the Jira Service Management system to manage staff requests and concerns. The center provides both a knowledge base and a ticketing system. Tickets can be created for systems-related issues and human resource requests.

**Hours of Operation:** 9 AM - 7 PM EST, Monday through Friday

**Link:** <https://growthlab.atlassian.net/servicedesk/customer/portals>

**Team Members:** Brian, John-Paul, and Richie

## Ticket Submission Guidelines

- Please search the help center knowledge base first before submitting a ticket.
- When submitting a ticket provide as much information as possible including a screenshot of the issue or concern.
- Communicate any responses within the ticket itself for a more streamlined interaction.
- Record your ticket number for future reference.

## After Ticket Submission

- You will receive an email confirmation of your ticket request.
- You can expect a response within 72 hours.

You can view your request in the Help Desk by selecting the ticket number in your my tickets section of the Help Desk page. You must be logged in to view your tickets.

## **Knowledge Base**

The knowledge base is a valuable resource for common troubleshooting concerns and advice. Please enter your query into the search field to find articles on your topic.

## **Slack Channel**

The purpose of the Help Desk Slack channel is to provide staff members with an additional space to query their systems-related issues and concerns after submitting a ticket. In the channel members can bring attention to their ticket by using the @helpdesk tag.

*Example: @helpdesk please assist with HELP-33*

Always submit a ticket first before raising a concern in the Slack channel. Our ticketing system enables us to provide effective record keeping and reporting of common concerns.

## **What the Help Desk is Happy to Address**

Internal IT concerns related to application access, troubleshooting,

## **What the Help Desk is Unable to Address**

Access to GitHub repositories.

Utilize the Team Contact and Escalation Matrix to reach out to leads and management for GitHub requests.