

CPH OIT is now using the web-based Remedy ticket system for all IT support requests: helpdesk.publichealth.uga.edu

CPH OIT is excited to announce our decision to move to the web-based Remedy ticket system instead of our cphoit email account for management of all CPH IT support request. This will be effective **February 1, 2015**.

The Remedy ticket system will allow you to submit your request online using your Firefox web browser by going to the URL: helpdesk.publichealth.uga.edu. (The Firefox pop-up blocker must be disabled.) Other browsers have been problematic when used with Remedy depending on the version including Internet Explorer, Chrome, and Safari.

Note: If you are off-campus, you must connect using the UGA VPN (remote.uga.edu).

After your request has been submitted, you will receive an email to acknowledge your ticket request with a request ID number assigned. Using the request ID number and your email address you may log back in to the helpdesk.publichealth.uga.edu webpage and follow the status of your ticket until the ticket is closed. When the ticket is closed, you will receive an email confirming the closed status of the ticket referencing the specific request ID number.

In the event of downtime for the Remedy ticket system or if you are experiencing an emergency, you may send an email to CPH OIT at our new helpdesk email account, cphoithelp@uga.edu. For emergencies, you may also contact any of the CPH OIT staff by calling us at the following numbers:

Ben Morrison, Desktop Support (706) 296-4576

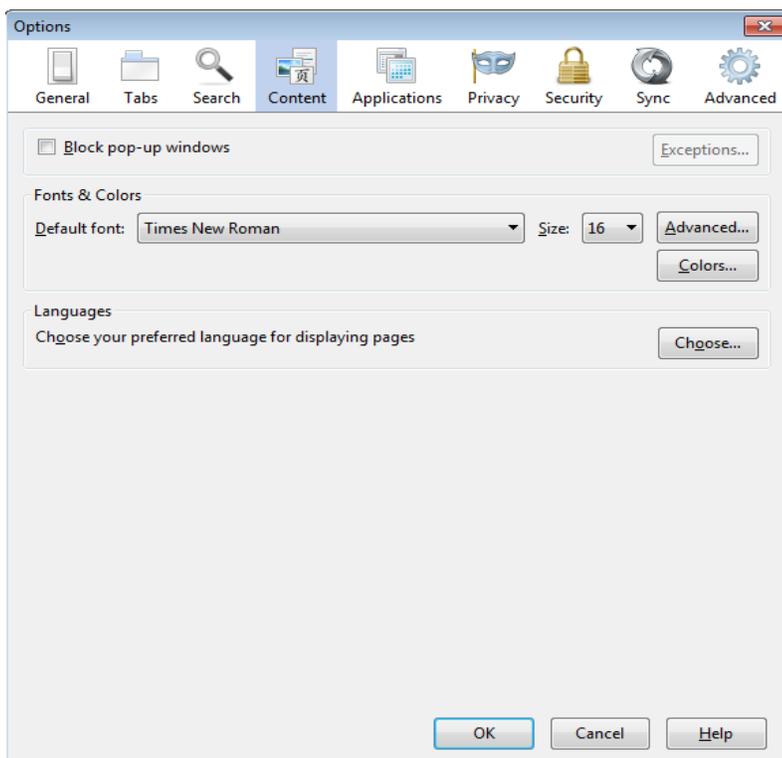
Easten Cueva, Instructional Technology (706) 338-8063

Wayne Crofts, System Administration, Network and Security Administration (706) 201-5944

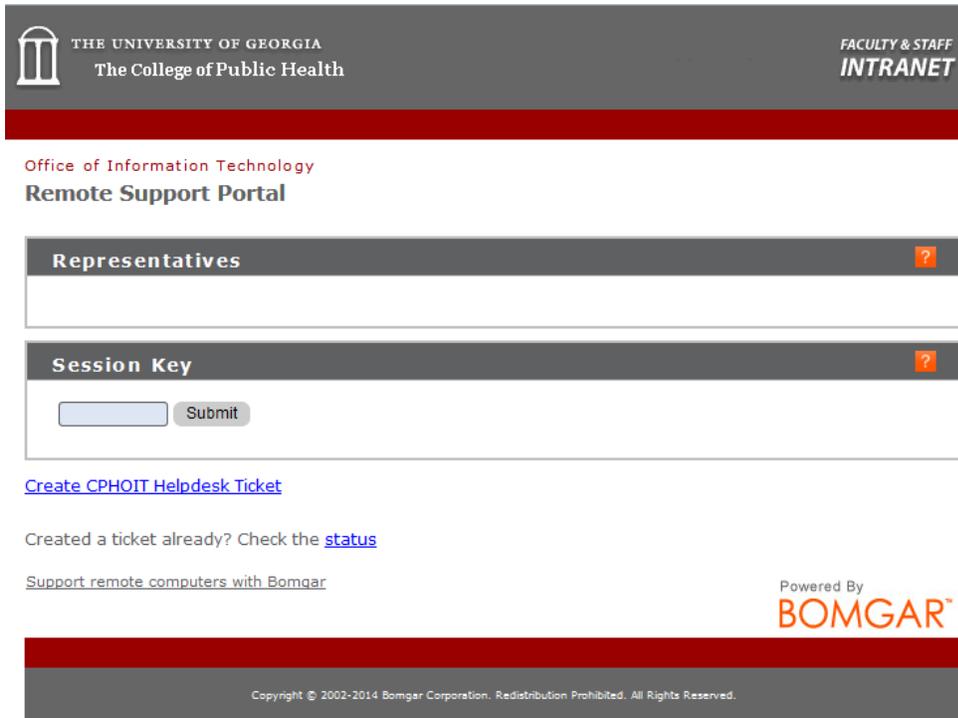
Maria Cleghorne, CPH OIT Director (706) 255-7225

How to contact the CPH OIT Helpdesk and initiate a helpdesk ticket:

1. Open your Firefox browser. Go to the Options menu, then select the Content tab and make sure the box to block pop-up windows is unchecked.



- In the URL bar of your Firefox browser, type helpdesk.publichealth.uga.edu and press Enter.
- You will now see the CPH OIT Remote Support Portal window. Go to the lower portion of the screen and select, [Create CPHOIT Helpdesk Ticket](#) to enter your IT support request.



THE UNIVERSITY OF GEORGIA
The College of Public Health

FACULTY & STAFF
INTRANET

Office of Information Technology
Remote Support Portal

Representatives ?

Session Key ?

Submit

[Create CPHOIT Helpdesk Ticket](#)

Created a ticket already? Check the [status](#)

[Support remote computers with Bomgar](#)

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- You will be redirected to the College of Public Health OIT Remedy login page. Please type your MyID username and password into the fields in the middle of the page and press Next.



UNIVERSITY OF GEORGIA

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Google™ Custom Search

REQUEST SUPPORT

[Already made a request?](#)

College of Public Health OIT

mariac

.....

Next >

5. You will now see the CPH OIT Remedy request form. Please fill out all fields denoted by an * and press Submit.

UNIVERSITY OF GEORGIA He

 Google™ Custom Search

REQUEST SUPPORT

[Already made a request?](#)

College of Public Health OIT

Request IT Assistance

* Indicates required fields.

First Name

Last Name *

UGA MyID * @uga.edu

Alternate Email

Phone *

Building & Room *

Organization *

UGA Affiliation * Faculty
 Staff
 Student
 Guest

Category *

Summary of Request *

Details (less than 2,000 characters) *

6. After you submit your request, you will see a confirmation window similar to the one shown. In the window, you will see a brief summary of the information you submitted.

UGA Request
College of Public Health OIT Request

Thank you! Your request has been submitted.

Here is the information we are acting upon:

Name: Maria CLEGHORNE
MyID: mariac
Other Email:
Phone: 706.255.7225
UGA Affiliation: Staff

Category: Desktop Support

Summary: Laptop blue screens after login

Details: Laptop will boot up and allow me to login, but then goes to blue screen. Not an emergency, but need files and can schedule repair.

7. You will also receive an email from cphoithelp@uga.edu to acknowledge your request and will include the request (or ticket) ID number.

College of Public Health OIT

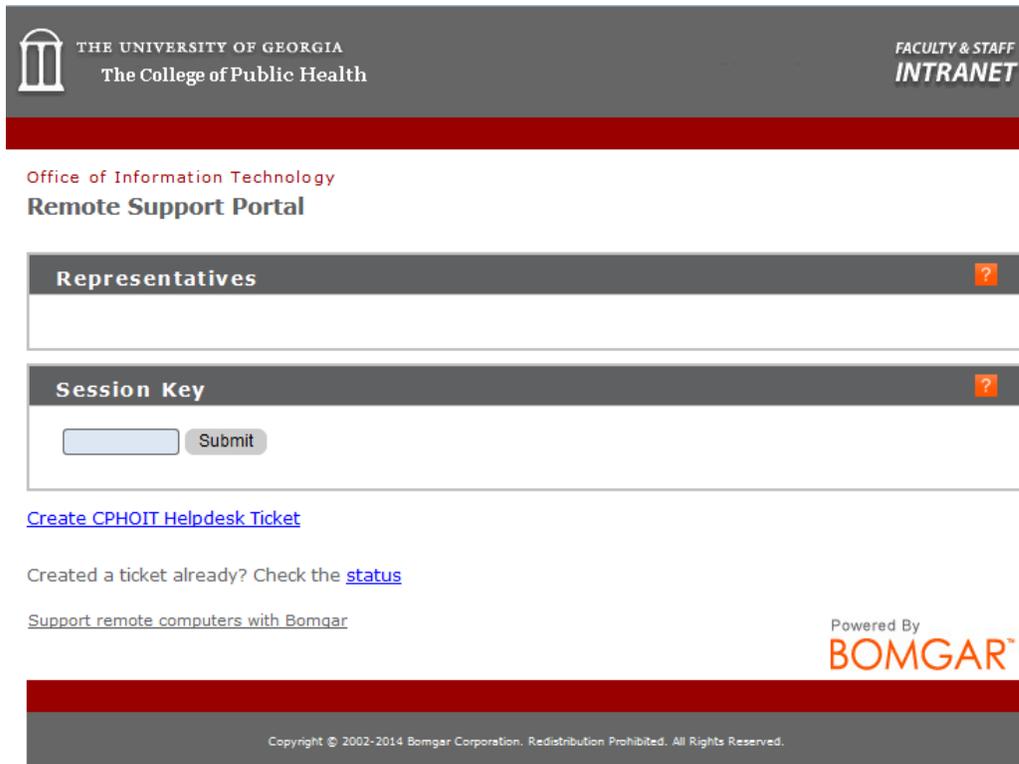
Your CPH IT Request - 002396

This automatic response acknowledges your request, 002396. You should

8:33 AM 

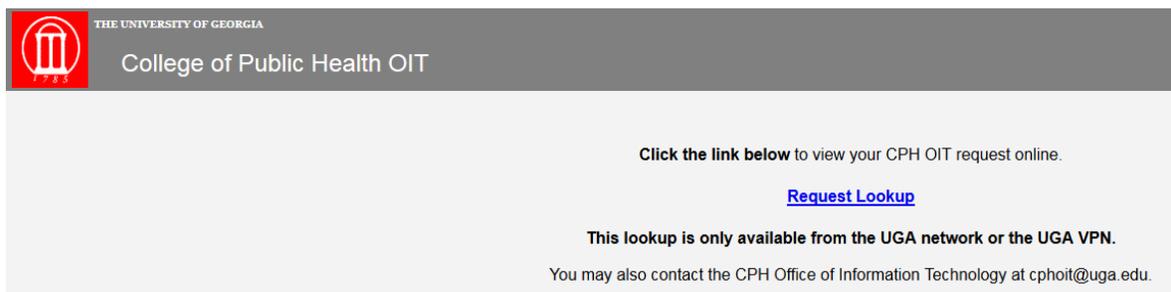
How to check the status of the Helpdesk ticket:

1. Enter helpdesk.publichealth.uga.edu into your Firefox browser and press enter. Once you get to the CPH OIT Remote Support Portal window, go to the lower portion of the screen and click on the word [status](#).



The screenshot shows the top of the CPH OIT Remote Support Portal. At the top left is the University of Georgia logo and the text "THE UNIVERSITY OF GEORGIA The College of Public Health". At the top right is "FACULTY & STAFF INTRANET". Below this is a red banner with "Office of Information Technology Remote Support Portal". There are two input fields: "Representatives" and "Session Key", each with a question mark icon. Below the "Session Key" field is a "Submit" button. Below the form is a link "Create CPHOIT Helpdesk Ticket". Below that is the text "Created a ticket already? Check the [status](#)". At the bottom left is the text "Support remote computers with Bomgar" and at the bottom right is the "Powered By BOMGAR" logo. A footer at the very bottom reads "Copyright © 2002-2014 Bomgar Corporation. Redistribution Prohibited. All Rights Reserved."

2. You will be redirected to the CPH OIT Request Lookup Screen where you should select [Request Lookup](#).



The screenshot shows the CPH OIT Request Lookup screen. At the top left is the University of Georgia logo and the text "THE UNIVERSITY OF GEORGIA College of Public Health OIT". In the center, it says "Click the link below to view your CPH OIT request online." Below this is a blue link "Request Lookup". Below the link, it says "This lookup is only available from the UGA network or the UGA VPN." At the bottom, it says "You may also contact the CPH Office of Information Technology at cphoit@uga.edu."

- In the next window, you will need to enter the request ID number and your email address to see the status of the ticket.

**Search for a case you have submitted
to the College of Public Health OIT.**

Request ID:	<input type="text" value="002383"/>		
Email Address :	<input type="text" value="mariac@uga.edu"/>	<input type="button" value="Search for Case"/>	<input type="button" value="Clear"/>
<p>Note: Both the Request ID and your email address are required to look up a case.</p>			

Request ID: This is a 6 digit number that is included in the automatic response sent for web requests.

Email Address: This is not necessarily your UGAMail address. If you emailed us, this is the address from which the email was sent. If you filled out a web form, this is the address listed on your request.

-- Please close this window
when you are finished
viewing your request. --

- After typing in the request ID number and your email address, click Search for Case. You will see the ticket information including the work log entries and status. When you have finished viewing the ticket information, you may select search again or Exit to close this window.

CPH IT Request

<p>Client Information</p> <p>MyID mariac</p> <p>Last Name CLEGHORNE</p> <p>First Name MARIA</p> <p>Phone 706.255.7225</p> <p>Email Address mariac@uga.edu</p> <p>Organization CPH Dean's Office</p> <p>Affiliation Staff</p> <p>Location 040 Rhodes Hall</p>	<p>Case Information</p> <table border="1"> <tr> <td>Summary Maria - test</td> <td>Request ID 002383</td> </tr> <tr> <td>Details testing ticket entry and email back to client</td> <td>Status Closed</td> </tr> <tr> <td></td> <td>Urgency Normal</td> </tr> <tr> <td></td> <td>Due Date 1/28/2015 8:33:58 AM</td> </tr> </table> <table border="1"> <tr> <td>Work Log</td> <td>Arrival Time</td> </tr> <tr> <td>1/26/2015 8:33:58 AM mariac (Maria Cleghorne) assigned to MAria Monday 1/26/2015</td> <td>1/26/2015 8:33:59 AM</td> </tr> <tr> <td>1/26/2015 8:45:12 AM mariac (Maria Cleghorne) Ticket successfully submitted, email received by user, status lookup successful. Ticket now complete. Maria</td> <td>Resolved Time 1/26/2015 8:45:12 AM</td> </tr> <tr> <td></td> <td>Assigned Group CPH-OITAdmin</td> </tr> <tr> <td></td> <td>Assigned Individual Maria Cleghorne</td> </tr> </table>	Summary Maria - test	Request ID 002383	Details testing ticket entry and email back to client	Status Closed		Urgency Normal		Due Date 1/28/2015 8:33:58 AM	Work Log	Arrival Time	1/26/2015 8:33:58 AM mariac (Maria Cleghorne) assigned to MAria Monday 1/26/2015	1/26/2015 8:33:59 AM	1/26/2015 8:45:12 AM mariac (Maria Cleghorne) Ticket successfully submitted, email received by user, status lookup successful. Ticket now complete. Maria	Resolved Time 1/26/2015 8:45:12 AM		Assigned Group CPH-OITAdmin		Assigned Individual Maria Cleghorne
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[SEARCH AGAIN](#)

-- Please close this window
when you are finished
viewing your request. --

