VALPO VIRAL

News and Updates from the Office of Information Technology

*Submitting an IT Ticket*   *New IT Staff Welcome*   *Fall Help Desk Hours*   *Upgraded Register System*

SUBMITTING A TICKET?

The quickest way to ensure that the correct and most available person in the Office of Information Technology sees your request is to email helpdesk@valpo.edu. Please be sure to include as much information as possible about your issue or request. Here are some tips for helping us quickly reach a resolution to your ticket:

- **Who?**
  - *For Example:* Are you submitting a ticket for yourself or on behalf of someone else? Please include Valpo ID numbers whenever possible.
- **When?**
  - *For Example:* When did the issue occur? When do you need a resolution by? What time does your class begin/end? When will you be in your office/available to meet with someone, if needed?
- **What?**
  - *For Example:* What is the issue? What system is affected? Can you include a screenshot of an error message? Please include the tag number to the machine affected whenever possible.
- **Where?**
  - *For Example:* Where is the issue occurring? Campus location or website? Include a link, room number and/or building whenever possible.
- **Additional Information:**
  - For Purchase Requests- include a GL number
  - Don't forget that there are other departments on campus that you can submit a ticket to as well by visiting helpdesk.valpo.edu
    - Are you a faculty member in need of help with Blackboard or Simple Syllabus? You should submit a ticket to CITAL instead of IT.
    - Need something from the Registrar? They use the ticketing system too! You can email them at registrar@valpo.edu or use the helpdesk website portal at any time.
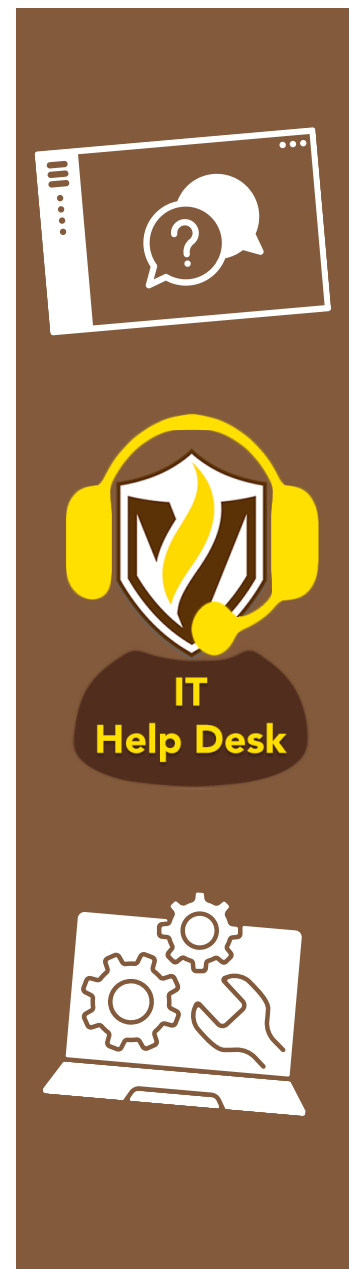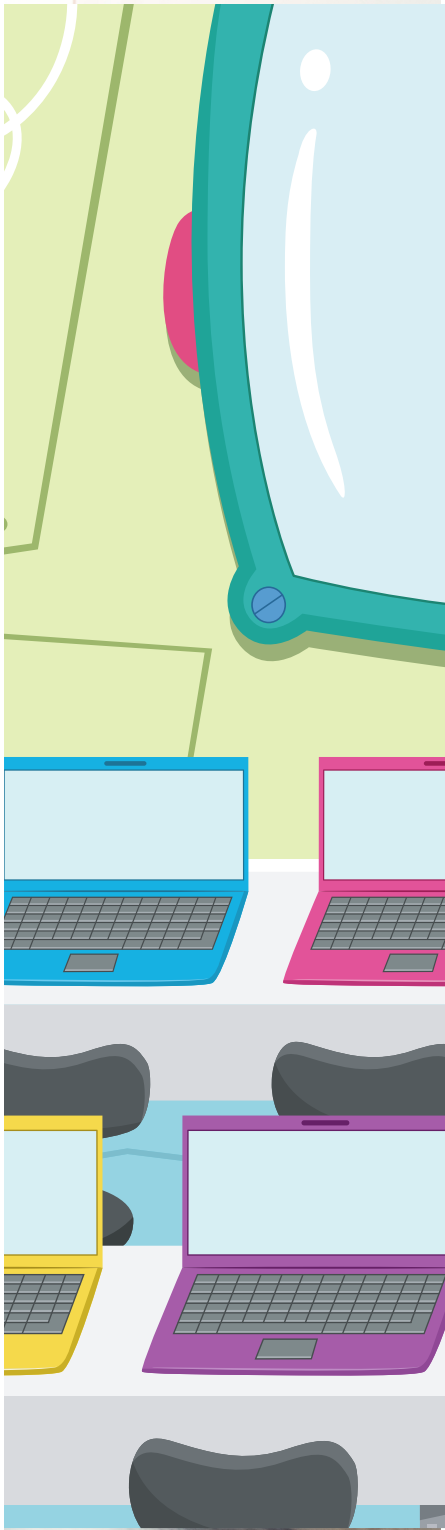
NEW STAFF MEMBER: WELCOME ALAN

Alan Flores joins our enterprise support team bringing with him over 25 years of IT experience, most recently as a Systems Administrator/Systems Engineer with a world-wide IT services and consulting firm.

Alan will have various responsibilities within the Enterprise Application Systems group, including system administration tasks, having a large role in our cybersecurity training program, serving on our Endpoint Security and Data Recovery groups, working with Office 365, general troubleshooting and research, and other tasks. Please help us welcome Alan!

FALL HELP DESK HOURS

While you can submit a ticket online any time at helpdesk.valpo.edu or by emailing us at helpdesk@valpo.edu, the IT Help Desk is staffed during the following hours this fall:

Sunday 12pm-8pm
Monday-Thursday 8am-8pm
Friday 8am-5pm
Saturday 10am-5pm

NEW REGISTER PROGRAM

This summer the Office of Information Technology, along with several other offices across campus, including Parkhurst Dining, began preparing for the upgrade of our campus registers. This upgrade included some new hardware, a new interface for cashier use at check-out, new product scanners and all new reporting features.

Register menus, reports and features changed through this upgrade and has taken a great deal of time and attention from many individuals. We would like to say a special 'Thank you' to Jonathan Plant, for his many hours of troubleshooting and support along with Brett Vester for his time setting up hardware! In addition, thank you to the management and cashiers from Parkhurst for their time and patience as we settle into the new system!

Tips from Tech Support

In order to ensure that your office location is listed correctly in the campus directory and to ensure that you OneCard will swipe you into the appropriate building, you must log into DataVU/Self-Service to change your office location information. Visit datavu.valpo.edu and click on "Office and Emergency Phone Information" under the Employee section to complete this process.

Jonathan Plant, Operations Manager