



ONETeam HELP DESK

What is the OneTeam Help Desk?

The Help Desk is comprised of IT professionals ready to provide support to Center for Allied Health Education students with the goal to get you back to work as quickly as possible.

What are the Help Desk Hours?

24 HOURS - 7 DAYS-A-WEEK - 365 DAYS A YEAR

How do I initiate support?

Support can be obtained by the ticket portal website, email, or phone. The website is the preferred method to initiate typical support requests and the phone should be used for urgent issues. Tickets are addressed in order of priority.

What info is needed by the Help Desk?

- First and last name
- Contact phone number
- Your location
- Your program/unit
- Concise description of problem

To provide support, the technician may request access from you to share your screen

How can I track my logged tickets?

After your ticket is created you will receive an email with your ticket number and a link to the ticket portal. You can use the portal to check your ticket status and communicate directly with the Help Desk. Sometimes the Help Desk needs more information and will contact you. If you do not respond, we will send reminders every couple of days and after 10 business days, if we do not hear from you, the ticket will be closed automatically.

How can I provide feedback on my experience with the Help Desk?

When a ticket is resolved you will receive an email with a link to the portal to accept the resolution or reopen the ticket. If reopened, we will continue troubleshooting. If you accept the resolution the ticket will be closed, and you will be sent an email with an opportunity to complete a survey regarding your experience with the Help Desk. Surveys are reviewed for quality control purposes.

CONTACT METHODS



(Portal website)
<https://oneteam.ntst.com>



helpme@centereducation.org



516.881.4288* Option 1
*for urgent issues only