Purpose:
The purpose of Oregon Coast Community College’s helpdesk services is to provide comprehensive and timely technical support of computer hardware and software related issues.

Principle:
To assure that user requests are given immediate attention all Helpdesk requests shall be initiated by one of the following;
1. Email request to helpdesk@oregoncoastcc.org
2. Phone request to 541-867-8533, or ext. 133 on campus

Phone requests to technicians and IT staff are strongly discouraged as they may be working at other campus locations, have scheduled time off, or may be ill, leaving your request unknown and unanswered until their return.

Definitions:
Priority guideline examples, including but not limited to:

High: Problem prevents computer use or class instruction.
- Network, Email, AIS account requests.
- Wolfrax non-operational
- ITV in class support requests.
- Network outage.
- Phone non-operational.
- Citrix non-operational.
- Email non-operational.
- OCCC hosted Website unreachable.
- Instructor podium equipment non-operational.
- Software supporting distance education experiencing failure.
Medium:  Issue impedes normal operation but does not prevent job duties.
- Departmental software and hardware acquisition requests.
- ITV scheduling request.
- Printer, scanner, other peripheral hardware malfunctions.
- Email works; however, user experiences problems sending or receiving to an individual.
- Software reinstall and/or software operation problems.
- OCCC Website change/update requests.
- Cannot open document type.

Low:  Software or hardware enhancements.
- Requestor has a monitor but would like a flat screen.
- Requestor has an operational keyboard but would like an ergonomic style.
- Requestor would like computer speakers.