



## MEMO

In an effort to better serve the technology needs of all SMCS and Hospital employees the Help Desk Call Center has been set up to serve as the main point of contact for employees to request assistance. The phone number is 885-7635. There will be at least one technician available to answer the Help Desk between the hours of 8:00am to 5:00pm. When you call the Help Desk, a technician will either resolve the issue for you, or escalate the call to a technician that can better assist you. The Help Desk technician is your first level of support so please be patient if your request is transferred to a second tier level of support. The Green E icon is also available to employees who would prefer to open a trouble ticket via a computer. With the exception of a very few, all computers have a **Green E** icon at the bottom right corner of the computer screen. This is the same **Green E** icon the Engineering Department uses to open and respond to trouble tickets.

The following will guide you in finding the most appropriate technical support technician. **The Help Desk x7635 is your first point of contact for technical support.**

### **General Technical Support**

General Clinical Application problems: CPSI, Allscripts, Pacs, Tsystem...etc.

Faxing problems

Printing problems

Computer problems

Hardware problems

Software problems: Lotus email, Microsoft Office, Internet Explorer etc...

### **Help Desk phone # 885-7635**

Help Desk Email – [smcshelpdesk@springfieldmed.org](mailto:smcshelpdesk@springfieldmed.org)

Or fill out a support ticket via the **Green E** at the bottom right hand corner of your computer screen.

Hours of Support 7:30am -5:00pm.

After normal business hours call the front desk and the technician on call will be paged. Please use after hour support for critical problems that must be resolved immediately. If the issue is not critical please report the problem during normal business hours.