

**To:** All Staff  
**From:** IT Department  
**Date:** 9/23/2005  
**Re:** IT Support Options

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The IT Department has installed a new automated phone system and an IT Helpdesk work order software package to assist our end users to communicate issues more quickly and effectively. To use our new systems:

- 1.) IT Support Helpdesk: 966-3112.
  - Press “1” for AS/400 issues & Users name and password reset
  - Press “2” for Equipment Repair (Computer, Monitor, Printer, etc.)
  - Or stay on the line for the next available PC Support RepresentativePC Support technicians will attempt to solve your issues on the phone. If your issue requires an on-site visit the technician will enter a work order and schedule a visit.
- 2.) Web: <http://support.rps205.com>.  
On your first visit to this website, you will need to create an account in the system. Once you have an account you can submit new issues and check the status of existing requests. Please include the HOSTNAME of your machine (found in the lower right corner of your screen) when possible.

Host Name:	ADMIN-TOD
IP Address:	10.101.201.46
Logon Domain:	RPS
OS Version:	Windows XP
User Name:	SCHMIDT

- 3.) Email: send to [support@rps205.com](mailto:support@rps205.com).  
Send a detailed description of your problem including the hostname of the machine and your contact information. Please use email only as a last resort as the web option above provides us with better information and will allow us to more easily correct your problem.

Please note as of Friday 9/30/05 we will no longer respond work orders entered through the AS/400 for IT Micro Computer Department.