ITSS Help Desk
The ITSS Help Desk is the place to report computer problems or initiate service requests. Our Help Desk operator will either resolve your problem while you're on the phone, or route requests that can't be handled directly to the appropriate person. ITSS can assist you in a wide range of computing issues (e.g. e-mail, user accounts, network access, the Internet, printing, application, etc.). We use a computerized Help Desk system to ensure that all requests are prioritized, tracked and attended to.

The ITSS Help Desk service is available to the department and schools by phone, e-mail, or by walk-in. Outside regular Help Desk hours, problems can be reported by telephone or e-mail at any time. All request for help are taken on a first-come, first-serve basis. However, requests are prioritized based on nature and urgency of the call and situation.

Telephone	867-667-8535	AM: 8:00 to 12:00 PM: 1:00 to 5:00 Mon. – Fri
Email	itss@yesnet.yk.ca	e-mail can be sent at any time
Voice Mail	867-667-8535	messages can be left at any time
Walk-in	1000 Lewes Boulevard, Whitehorse	AM: 9:00 to 12:00 PM: 1:00 to 4:00 Mon. - Fri.
The Help Desk is closed on civic holidays and when the offices of YG are closed. Voice mail and e-mail are received while the office is closed will be processed the next working day.		

ITSS Service Priorities
We want to solve your computer problem as quickly as possible. However, we have a large and complex system to support. We will deal with problems according to the priority list below:

(1) School servers, YESnet network and mail server
(2) YNet Gates server - Department of Education
(3) Support for TAL training and workshops
(4) Support for ITSS visits in rural schools
(5) High school computer labs and classroom equipment
(6) Administrative computers, in the following order of priority:
  (a) High school office equipment including Teen Parent Center
  (b) Elementary school office equipment
  (c) Education building /Rural Director of Learning office
(7) Elementary school computer labs
(8) School libraries in following order of priority:
  (a) High Schools
  (b) Elementary Schools
(9) Elementary school classroom equipment
(10) Misc. Education Locations: Young Offenders Facility, Riverfront, Student Residence
(11) Other Government units. Apple HW support to other YG departments.

Note: Service request for standard hardware and software are handled prior to non-standard or obsolete product problems.

Before Calling the Help Desk
If you're calling from a school you might want to contact your school's computer coordinator first. The computer coordinator is available to answer your questions about computer and network issues and can assist you in reporting problems to the Help Desk. Think of using e-mail to report your school's Help Desk calls. Reporting a list of problems helps us serve you better and faster and we can plan to address all your concerns with one visit. When calling or e-mailing the Help Desk, please be prepared to give the following preliminary information:

General	• Who you are (teacher, administrator, school staff, department staff)? • Where are you located, what school/building/town, what room? • Is this a new call or a follow up call? • Has ITSS, or someone else worked on this problem before? • When did the problem occur? • Did you try to resolve the problem? • Did you contact your school's computer coordinator? • What kind of computer equipment and operating system are you using (Mac, Windows; OS version)? • What equipment are you using (name, make, model, YG sticker)? • What is the problem (please be specific)?
Software problem	• What software are you having problems with? • Can you start the software? • Have you tried to restart the computer? • Have there been any changes, upgrades, or software installed on your computer lately? • Is there an error message? If so, what is it?
Hardware problem	• What are you having problems with (computer, printer, scanner)? • Have you tried to restart the computer? • Have there been any changes or upgrades on your computer lately? • Is there an error message? If so, what is it?
Printer problem	• What kind of printer equipment are you using (Laser Printer, Ink Jet)? • Is it a network printer or a local printer? • Is there an error message or blinking (red) lights? If so, what is it? • Have you restarted the printer and/or computer?
Internet/ Network	• Dou you have problems connecting to a web site (if yes, be specific which site you try to access)? • Do you have problems connecting to your e-mail? • Do you have problems connecting to your file server? • Do other users around you have the same problem? • Is there an error message? If so, what is it?
E-mail	• Which e-mail service are you using? YESnet or YNet? • What e-mail software are you using (Outlook, FirstClass, Webmail)? • What is the problem (please be specific)? • Is there an error message? If so, what is it?
User Id and password	• Do you have your user id? • What network system are you connecting to? YESnet or YNet? • Is it your e-mail user id or network/file server user id? • If you call regarding student user id/password, provide the student(s) id and grade/class.

Support Methods
Requests that can't be handled directly by the Help Desk Operator will be routed to the appropriate person. ITSS used the following support methods:

Phone Support	ITSS technicians provide phone support for a wide range of requests that can't directly be handled by the Help Desk Operator. You either will get transferred to the appropriate technician (or his/her voice mail) at the time of your call or a technician will call you back in order of priority.
Remote Access Support	ITSS has remote access to most of the school equipment. The ITSS technician is able to see and manipulate your computer, enhancing the assistance that can be provided over the phone for a variety of problems, including configuring your computer, diagnosing a problem on your system live as it happens, resetting user accounts and changing file server configuration.
On-site support	ITSS technicians provides on-site service and repair for request that can't be resolved over the phone or by remote access.
Regular Pick-up and Delivery	ITSS picks up and delivers computer equipment for repair regularly at Whitehorse schools on Wednesday afternoons. Please notify ITSS' Help Desk by Tuesday 4:00PM if your school has computer equipment to be picked up on Wednesday. The pick up and delivery service is in addition to ITSS' school visits.
Walk In	Equipment can be brought in for repair at 1000 Lewes Boulevard. Please coordinate your drop off with ITSS' Help Desk.
Community **Pick-up and delivery**	Equipment can be sent in or brought in from communities for repair at 1000 Lewes Boulevard. Please coordinate your drop off or shipping with ITSS. Check with your school staff to see if the equipment can be taken to Whitehorse by one of them. Please give ITSS advanced notice that you're in town and we will make arrangements for a quick turn over of the repair.

Supported Hardware and Software
ITSS supports Apple Macintosh and Windows enviroment computers and peripherals. ITSS provides full support for a standard set of hardware and software (ITSS hardware maintenance standards, TAL software resources, and ICT COE standards). These standards help to preserve and maximize the usability and supportability of the hardware and software that is used. They are also a key factor in enabling ITSS to provide users with quality, cost-effective service. Non-standard hardware and software increases the difficulty of providing consistent support. Service calls for supported products have a higher priority and are handled prior to non-supported or obsolete product problems.

ITSS offers a Best Effort Service that covers items not on the supported product list. Under the Best Effort Service, a limit will be applied when troubleshooting support issues. If ITSS determines it cannot resolve the problem, the client will be informed. Apple does not provide hardware service for obsolete products and ITSS cannot order parts for these products.