

The Helpdesk – Help us help you better.

- Darrell Lowery
- Friendly neighborhood computer guy.



About me:

Hi! I'm Darrell.



I've been doing helpdesk work for about 7 years.

I moved to Seattle just over a year ago.

I live with my husband, mother, dog and cat.

I love video games and board games.





Help us help you better.

- The helpdesk is a unique job in that it exist solely because other jobs do. If you weren't here, we wouldn't be either. My Job is the ensure you can continue to do yours and do it effectively and efficiently. Here are some ways to help us help you better.

Calls and e-mails.

The basics.





Calls -

- If you don't get an answer, please leave a VM. We will call you back or get to working on the issue as soon as possible.

- In the VM leave your name, site number, and brief description of the issue and how to reach you.

Emails -

- Please be clear and concise.

- Include site number in subject.

- Include screenshots, if possible. the more info the better

- The snipping tool is awesome and is better than a phone pic but something is better than nothing at all.

Polling Issues

Darned paperwork.



Is it pole, paul, poll or poal?

Polling issues

- Information needed to better help you:
 - ICS or Passport – how do we know which one?
 - ICS – Carwashes only
 - Passport – C-Stores and Gas
 - Date of paperwork
 - Waiting for helpdesk or are you manually doing it?
 - Ongoing issue? For how long?
- The helpdesk should be notified by 10am so we have time to address the issue.



Troubleshooting



Step 1. Reboot it.

OFFICE COMPUTER

Click the Windows Icon,

Click the power icon

Click restart.

PRINTER/SCANNER

- Unplug from power for 15 seconds
- Plug back in
- Turn power on if it doesn't automatically come on.

IPAD

- Make sure the battery has power
- If not plug it in to charge the battery
- If it does, power down the ipad and power back on using the side button.

Step 2. Call IT.

- Rebooting fixes a lot of issues but if the issues persists after rebooting/restarting call us. We're here to help.



Questions, Comments, Concerns?

For general questions, comments or suggestions on how to help us better help you, email us at it@brownbear.com

To open a ticket for an issue you are experiencing call the helpdesk at 206-274-2593 or email us at helpdesk@brownbear.com