IT Training – Anatomy of a Help Desk Ticket

The purpose of this training is to help staff understand the importance of a help desk ticket and the process associated with submitting a ticket.

1.) If you are having any issues and need assistance you must submit a helpdesk ticket. Help desk tickets can be submitted for the following:

   Computer help
   Phone help
   Facilities issues (light bulb out, clogged toilets, temperature adjustments, etc.)
   Office supply requests
   Pretty much anything that is non clinical

2.) To submit a ticket send an email to any of the following depending on your center:
   AMCHELPDESK@vmgma.com
   EHCHELPDESK@vmgma.com
   GHCHELPDESK@vmgma.com
   NHCHELPDESK@vmgma.com

3.) Please make sure to submit the following information:
   Computer name (if it's a computer issue)
   Exact details of the issue
   Extension you are available at in case we need to reach out
   Picture or Screenshot of applicable

4.) From there one of the Ops Coordinators will answer the emails and escalate if needed.

5.) To escalate to IT Help Desk they will forward the original email and CC the original sender onto the email. The address for the IT Help Desk is ITHelpDesk@vmgma.com

6.) From there it will dump into our Freshdesk ticketing system. If the ticket is for AMC/GHC then the IT Specialist who covers those centers will answer it. If the ticket is for EHC/NHC then the IT Specialist that covers those centers will answer it.