

Old Dominion University Computer Science Department Policies and Procedures

Title: Help Desk Information

ID: CSH001

Revision: 1.0

Purpose

This procedure provides information on how our help desk systems work in the Computer Science Department.

Scope

This procedure only applies to the Computer Science Department.

Chat System

Users may use our chat system to speak with a systems staff member if they need help. To access our system they will need to open up a browser and go to <http://chat.cs.odu.edu:8080/>. If you cannot login with your CS account then please use the guest button, otherwise login with your CS account information. Shortly afterwards you will be speaking with a Systems Group staff member who will help you with your issue. In order to use this system you will need to have at least java 1.5 installed for your browser.

Rootmail

Users may also send an email to root@cs.odu.edu to get help from our System's staff. The user should expect a maximum of a 24 hour turn around period to receive a reply from the Systems Group.

Definitions

N/A

Revision History

Work in progress.