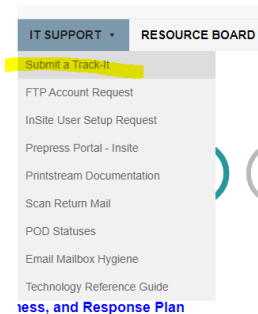


## Getting Help from IT

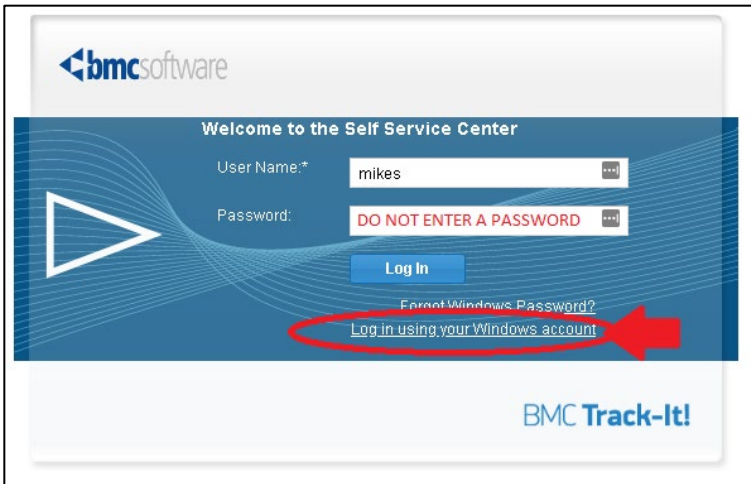
ENPOINTE utilizes a ticketing system called TrackIt to manage user requests for technology support. When you submit a ticket, the ticket is routed to the appropriate IT Team based upon the type and categories you select.

### Submitting a TrackIt Request

1. To submit a TrackIt ticket, go to the corporate intranet at <http://intranet.alwaysenpointe.com> and hover the mouse over IT SUPPORT and then 'Submit a TrackIt'.



2. Your username should populate, but if not enter it in. You SHOULD NOT ENTER A PASSWORD. Click Log in using your Windows account.



3. Click the link to Add a New Work Order



#### **Add a New Work Order**

Submit a new Work Order request to IT for a problem that you are having.

4. Enter a summary of your issue along with selecting the priority, type, sub-type, and category that the issue would fall under. Accurately setting these fields helps us respond to your request as fast as possible. Also including a screenshot or other file attachment might help us understand the issue quicker. See example on next page.
5. Choose the right priority for your ticket. Setting an accurate priority to your ticket allows IT to address the problems that have the highest impact to the business first. Following are definitions of each priority type.

- **Critical** – A business critical system is non-functional or otherwise unable to produce work.
- **High** – A non-critical system is not functional, or a critical system is not operating optimally and is negatively impacting productivity.
- **Medium** – A system is not operating optimally for productivity but does not have a broad negative impact to productivity.
- **Low** – A system requires some maintenance or upgrade that is not negatively impacting productivity.

**New Work Order**

Common Requests Submit Work Order

Summary:\*  
Can't print a report

Call Back Number:  
763-592-0579

Asset:  
1249\_D896GN02

Priority:  
High

Type:\*  
Desktop Hardware

Subtype:  
Printer or Copier

Category:  
Not working

Note:  
Nothing prints when I try to print my daily thingy report.

File Name:  
Select a file

Browse... Clear

Submit

6. After you have submitted your ticket, an email will be sent to you confirming your submission. An email also gets sent to the assigned technician or group of technicians based on how you categorized your ticket.
7. An IT Tech Support Technician will respond to your request based on the level of prioritization and overall impact to the business.