

Douglas County Information Services

How to Contact the CW CARE Help Desk

1) Call

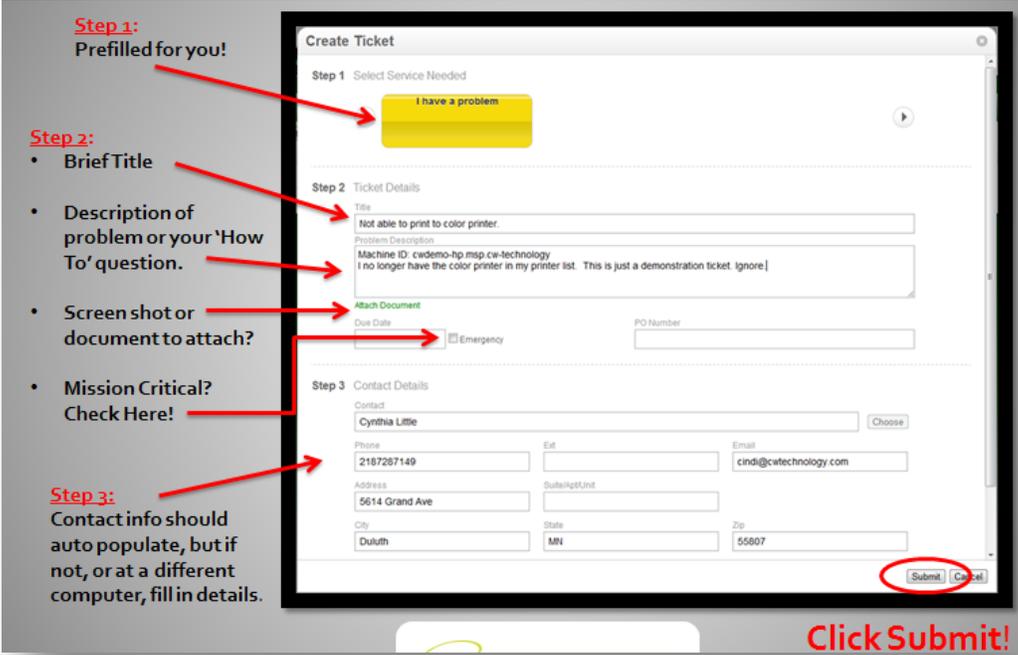
- 218.728.7150 or Toll Free 877.728.7150
 - A Help Desk technician can assist you with all types of problems or questions.
 - The Help Desk hours are from **7:00 AM to 5:30 PM, Monday - Friday.**
 - For any mission critical problems, we encourage you to call – you will always talk to a technician.

2) Email

- HelpDesk@cwtechnology.com
- Be sure to include:
 - Your name, email address, phone number, and description of the problem.
 - If you have a preference, let us know the best time to reach you to follow up on the question.

3) Create a Ticket

You, as a user of a managed machine, can create a new trouble ticket by double-clicking the left mouse button on the Help Desk icon  found in the System Tray, which is typically located in the lower right corner of the screen by the clock. A new web browser window opens up with your interface to the Help Desk web page.



The screenshot shows a 'Create Ticket' web form with three steps. Red arrows point from text annotations on the left to specific parts of the form:

- Step 1:** Prefilled for you! (points to the 'I have a problem' button)
- Step 2:**
 - Brief Title (points to the 'Title' field)
 - Description of problem or your 'How To' question. (points to the 'Problem Description' field)
 - Screen shot or document to attach? (points to the 'Attach Document' section)
 - Mission Critical? Check Here! (points to the 'Emergency' checkbox)
- Step 3:** Contact info should auto populate, but if not, or at a different computer, fill in details. (points to the 'Contact' section)

At the bottom right of the form, the 'Submit' button is circled in red. Below the screenshot, the text 'Click Submit!' is written in red.

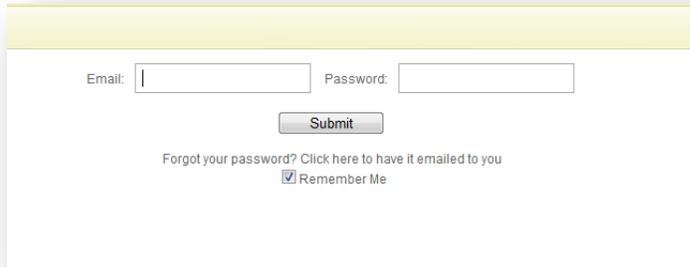
CW Friendly Reminder

- At the end of the day, please remember to restart your workstation. This allows us to install patches and scan for spyware without interfering with your productivity.



Checking the status of your tickets

When you submit a ticket, you will receive an email reply from the CW CARE Help Desk. You can check the status of your tickets at any time by clicking on the link within that email. When prompted for a user name and password, User Name is your email address; Password is **[douglas1900]**.

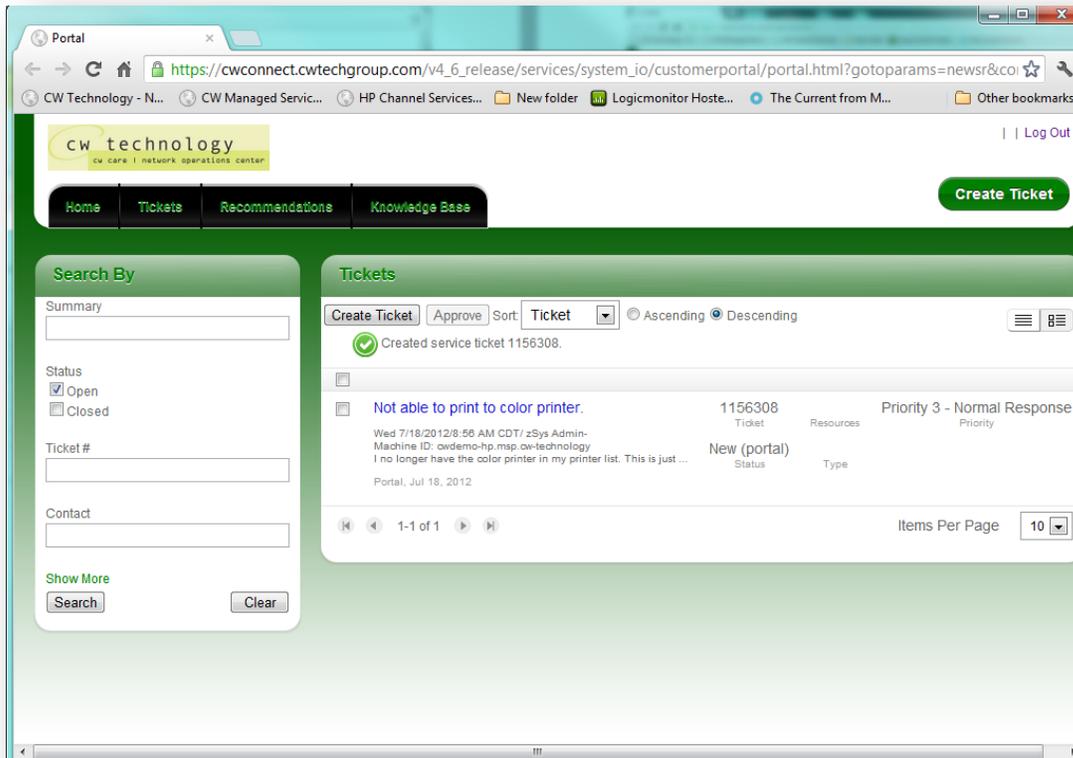


Email: Password:

Forgot your password? Click here to have it emailed to you

Remember Me

You can also check the status of your tickets at any time by either clicking on the Help Desk icon  and logging out or going to this website: <https://cwconnect.cwtechgroup.com/support> Once logged in, you can view the status of any of your previous tickets or create a new ticket.



Portal

https://cwconnect.cwtechgroup.com/v4_6_release/services/system_io/customerportal/portal.html?gotoparams=newsr&co

Log Out

Home Tickets Recommendations Knowledge Base

Search By

Summary

Status Open Closed

Ticket #

Contact

Tickets

Sort: Ticket

Created service ticket 1156308.

<input type="checkbox"/>	Not able to print to color printer.	1156308	Priority 3 - Normal Response
	Wed 7/18/2012 8:56 AM CDT / zSys Admin-Machine ID: cwdemo-hp.msp.cw-technology	Resources	Priority
	I no longer have the color printer in my printer list. This is just ...	New (portal)	
	Portal, Jul 18, 2012	Status	Type

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