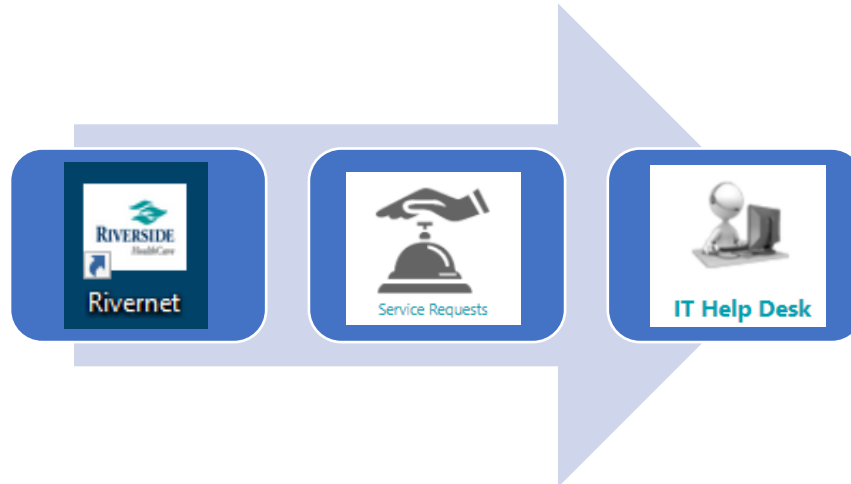





New IT Help Desk Ticketing Site

Riverside Healthcare will be implementing a new IT Help Desk Ticket Site on May 17, 2021. The new site is very similar to the previous site and will still be accessed through Rivernet following the three steps below.



A lesson in Olie reviews the fields in the new ticketing site and what should be entered into each field. To find this lesson:

1. Log in to Olie
2. Click Menu, then My Plan
 - a. Lesson Name: Entering IT Help Desk Tickets
 - b. This lesson has a due date of 7/2/2021 so depending on when you log in to Olie, you will see the lesson under either: Due <= 30 days, Due 31-60 days, or Due=> 60 days
 - c. The lesson contains both a video tutorial and a tip sheet

Options					
Due <= 30 days		Requirements: 2		Sort By: Status <input type="button" value="v"/>	
Type	Course Title	Code	Priority	Status	Action
	Code Silver Response: RUN-HIDE-FIGHT	SAFERC025	3	Due: 5/6/2021	Start
	Riverside Charity Care Practices	FIN008001	3	Due: 5/6/2021	Start
Due 31-60 days		Requirements: 0			
Due > 60 days		Requirements: 43		Sort By: Status <input type="button" value="v"/>	
Type	Course Title	Code	Priority	Status	Action
	Entering IT Help Desk Tickets	ORTGOR036	3	Due: 7/2/2021	Start