

# Help Desk Procedures

## Opening up the Help Desk

- Sign in on the white board in Sandra's office.
- Introduce yourself to staff and ask Sandra and Doris if they know of any issues pending from the prior day.
- Wear your name tag.
- Turn on computer screen (far right button on the screen):
  - Log in password "hello".
  - Check e-mail messages - JCCWVG E-Mail icon on the right side of the screen
    - user name: "jccwvg1"
    - password; "gardeners"
  - Open and review the Call Log spreadsheet - MG Call Log icon on the right side of the screen.
- Listen to voice mail messages:
  - Red light is lit when there are messages.
  - Pick up receiver and push "Message" key.
  - At the mailbox prompt enter "2175#".
  - At the password prompt enter "1717#".
  - It will start with the first message phone number, to hear the actual call push "2".
  - When finished with the message, enter "2" to hear the message again, or "76" to delete the message.
  - Be sure to delete messages after retrieving all information.
- Check desk for any pending questions (if unsure question was answered by prior MG, call him/her).
- Take the phone off forward:
  - Press the button below the "Checkfw" on the phone screen.
  - Press the button below the "Canclfw" on the phone screen.
  - The phones are now live.

# Help Desk Procedures

## Closing Down the Help Desk

- Place phone call to the MG Intern scheduled for next day.
- Put phone in forward mode.
  - Press the button below the "forward" on the phone screen.
  - Ensure the forward number listed on the screen is "4000".
  - Press the button below "Done" on the right side of the phone screen.
- Review the Call Log
  - Are all completed calls/walk ins in the log.
  - Leave notes for the next MG for any questions not completed.
  - Save the log and close.
- Return all reference materials to their proper place.
- Sign out of Gmail account.
  - Just closing the box does not sign you out of Gmail.
- Close all open documents and internet tabs.
- Do not turn off computer, log out and turn off screen (far right button on the screen).
- Erase your name from the whiteboard.