



New England College

Information Technology Tip Sheet

Best Practice - Contacting the NEC Helpdesk

Following the advice below aids the IT Helpdesk to be as responsive as possible to all community needs. In most cases, the best way to contact the NEC Helpdesk is via email. Only emails sent to helpdesk@nec.edu automatically go into our system to track your information, work completed, and notes related to your request. This system helps us be as efficient as possible for all requests.

Preferred method – Email: helpdesk@nec.edu

How the helpdesk ticket process works:

- Include a relevant subject line in your email. Subject lines like “Can’t print from Banner”, “Can’t login to Blackboard” or “Trouble with projector in Room X” are helpful.
- You will receive an automated response when you email the helpdesk – keep this auto response to refer back to your ticket.
- Reply to the auto response to send more information or ask a question about the request. This ensures all information goes into same ticket. New emails sent about the same concern generate additional helpdesk tickets requiring IT staff to take extra time to combine them.
- Read the auto response. While it doesn’t change often, it does occasionally. Currently it includes information on communicating with us outside of campus office hours.
- When you receive an email saying the ticket is closed, please DO NOT respond to it unless the problem is not resolved. We love to hear thanks when get things right, but your reply to the closing ticket reopens it requiring us to take time to close it again.

Contacting us by phone: 603-428-2350

For classroom technology emergencies or if for some reason email is not the best option, contact us by phone at 603-428-2350. Different options will be presented at different times of day.

- **Routine Issues:** Option 1 is always available and will bring you to the routine Helpdesk line. Please use this option unless the issue clearly meets the criteria for the other options.
- **Classroom Emergency Line:** Option 2 is for faculty and is available during campus office hours. This option is only for classroom technology and if the concern is immediately prior to a class time starting or during class time. If there is no answer, please leave a message to ensure you get the fastest response in case we just couldn’t reach the phone in time.
- **Off Hours Notification:** Option 3 is available outside of campus office hours. This option is used for reporting campus-wide issues outside of office hours and messages left on this line will be routed to IT staff 24 hours a day, 7 days a week. This option is to be used in emergency situations only, such as if you believe the issue you’re experiencing is affecting all or a majority of campus and it is outside of office hours. IT staff will look into the issue and if appropriate a campus wide notification will be sent and a resolution started. If additional information is needed to address the issue we may attempt to contact you. However, in most cases messages left on this line will not be returned.

Helping us make technology better at NEC:

Overall, we want to know how we are doing. Please ensure that any issue you experience with technology provided by the NEC IT department is reported to the helpdesk by email at helpdesk@nec.edu or by phone at 603-428-2350.