Tier 1 General Support: Students

Email/ Phone

- Student emails/calls with general how-to question
  - Emails sent to Help Desk at helpdesk@uoregon.edu or call 346-HELP
  - Help Desk assist customer
    - Transfer to School/College** specified queue
      - Answer user question
        - If cant assist, move to Tier 2 support
          - Resolved
        - If cant assist, elevate to Tier 2 support
          - Resolved
      - Transfer to Library specified queue
        - Answer user question
          - If cant assist, move to Tier 2 support
            - Resolved
          - If cant assist, elevate to Tier 2 support
            - Resolved

In-Person

- General support for students (i.e., How-to's)
  - Help Desk
    - UO Library
      - Assist and point to documentation when necessary
        - If cant assist, move to Tier 2 support
          - Resolved
        - If cant assist, elevate to Tier 2 support
          - Resolved
    - Schools/College**
      - Assist and point to documentation when necessary
        - If cant assist, move to Tier 2 support
          - Resolved
        - If cant assist, elevate to Tier 2 support
          - Resolved

**Schools/Colleges that support students:
- Architecture & Allied Arts
- Journalism
Tier 1 General Support: Faculty and Staff

**Email/ Phone**
- Faculty/ staff emails/ calls with general how-to question
  - Emails sent to Help Desk at helpdesk@uoregon.edu or call 346-HELP
  - Help Desk assist customer
    - Transfer to school/ college IT
    - Transfer to TEP specified queue
    - Transfer to Library specified queue
      - Answer user question
        - If cant assist, elevate to Tier 2 support.
          - Resolved
      - Answer user question
        - If cant assist, elevate to Tier 2 support.
          - Resolved
      - Answer user question
        - If cant assist, elevate to Tier 2 support.
          - Resolved

**In-Person**
- Instructional support for faculty/ staff*
  - School/ College IT
    - Assist and point to documentation when necessary
      - If cant assist, elevate to Tier 2 support
        - Resolved
  - UO Library
    - Assist and point to documentation when necessary
      - If cant assist, elevate to Tier 2 support
        - Resolved
  - TEP
    - Assist and point to documentation when necessary
      - If cant assist, elevate to Tier 2 support
        - Resolved

*Instructional support includes:
- General how-to support when requested (TEP/ CMET/ School IT)
- Consulting support (TEP/ CMET)
- One-on-One consulting (CMET)
- Pedagogical support (classroom set up, design, training, themes, etc.)

**Help Desk General Support:**
- General how-to (i.e. how to I get started with my blog, etc)
- Help Desk will refer faculty/ staff member to appropriate department/ school for pedagogical support

Help Desk will assist faculty and staff if they come into the Help Desk**
Tier 2 Support: All Users

Tier 2 support includes:
- Login issues
- Super Admin access (see Super Admin documentation for role)
- Elevated support to Edublogs Support
- Sanctioning users who violate AUP
- Etc.

User cannot log into blogs.uoregon.edu
  - Troubleshoot as login issue
  - Resolved

Edublogs Support required
  - Help Desk staff contact support@edu.blogs.org
  - Resolved

Super Admin access required
  - Elevated to Help Desk Staff
  - Resolved

AUP violation
  - Elevated to Security
  - Resolved

Misc.
  - Support provided or directed to appropriate resource
  - Resolved

Second Level Pedagogical Support*
  - Direct to appropriate resource
  - Resolved

*If pedagogical support is requested of the Help Desk by a faculty or staff member, Help Desk will route issue back to college or school for support.