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Simple tips to resolve tech issues quickly [1]

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The UIS Service Desk is here to serve you and everyone at the University of Colorado System Administration, as well as partners using enterprise systems at the four CU campuses.

We always strive to be responsive and quickly resolve issues for our customers. Some actions on your behalf play a large role in how timely and efficiently we provide help. Here are the best practices to help you receive the best service possible:

1. After submitting a ticket to the UIS Service Desk, please respond to our requests for additional information or asking to schedule a remote session. Even if the issue has been resolved, we need to know so we can close out that ticket and respond to new ones.

2. When you are scheduled for a remote session, please keep your commitment, arrive on time and remain through the resolution of the tech issue. When customers are late, all the following appointments that day are off schedule too.

3. Please verify whether a device is working when asked. We often rely on your feedback to confirm whether the issue is resolved and we can close the ticket.

4. Once the issue is resolved, please let us know whether you were satisfied with the service we provided. Our feedback email [3] makes easy it to provide feedback with just two clicks, though we always appreciate receiving comments too.

Our goal is to provide timely, high quality and professional IT services and support at every customer interaction. Your responses play an essential role and we thank you in advance for your collaboration.

To learn more about the services we provide, visit the UIS Service Desk [4].

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